

DSI-ITI, LLC

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Reston, VA 20190

Issued By: Jeffery Haidinger, President

Interstate and International Rates, Terms & Conditions

Original Page 1

Posted: February 5, 2014

INTERSTATE AND INTERNATIONAL RATES, TERMS & CONDITIONS

DSI-ITI, LLC

**Interstate and International
Rates, Terms and Conditions**

Posted: June 20, 2016

SECTION 1 - TERMS AND ABBREVIATIONS

Ancillary Service Charge – Any charge Consumers may be assessed for the use of Inmate Calling services that are not included in the per-minute charges assessed for individual calls. (N)
(N)

Automated Collect Call - Calls billed to the called party that are completed through an automated call processing system. The automated system prompts the call originator and called party. The called party must accept charges for the call and is responsible for payment.

Available Account Balance - The amount of Rights of Usage remaining on a Customer Account at any particular point in time. Each Customer Account has an Initial Account Balance which is stated in either U.S. dollars or Call Units, depending on the type of service. The Available Balance is depleted by the appropriate dollar amount or number of Call Units, respectively, based on the actual usage of the Company's service.

Carrier - Used throughout this tariff to refer to DSI-ITI, LLC unless otherwise clearly indicated by the context.

Customer or End User - The person, firm, corporation or other entity which uses DSI-ITI's service and is responsible for payment of charges and compliance with the Company's RTC.

Company or Carrier – DSI-ITI, LLC ("DSI-ITI), unless otherwise clearly indicated by the context.

Correctional or Confinement Institutions - Used throughout this RTC to refer to any type of confinement facility, including prisons, jails, work farms, detention centers or other facilities used for penalty or confinement purposes.

DSI-ITI - Used throughout this RTC to mean DSI-ITI, LLC.

Initial Account Balance - The Available Balance for Rights of Usage on a Customer Account upon issuance and before any Depleting call activity. The Initial Account Balance is expressed in either U.S. Dollars or in Call Units.

Posted: June 20, 2016

SECTION 1 - TERMS AND ABBREVIATIONS, (CONT'D.)

Inmates - The jailed or confined population of correctional or confinement institutions.

Jail – A facility 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; (3) post conviction and awaiting transfer to another facility. 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 inmates; and facilities used to detain individuals pursuant to a contract with U.S. Immigration and Customs Enforcement.

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LEC - Local Exchange Company.

Mainland United States - The forty-eight (48) states within the continental United States of America and the District of Columbia.

Pay Telephone - Telephone instruments provided by the Customer or Institution for use by its guests, patrons, visitors, transient third parties or for use by Inmates of Confinement Institutions. Pay Telephones permit the user to place calls to other parties and bill such calls on a non sent-paid or sent paid-basis. To facilitate sent-paid calling, Pay Telephones can be equipped with a credit card reader, coin box, or similar device that allows charges to be collected for each call at the instrument.

Prison – A facility 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 inmates are post-conviction or are committed to confinement for sentences longer than one year.

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RTC - Refers to this Rates, Terms & Conditions document

Renewal - A method of replenishing the Available Balance with additional quantities of Rights of Usage as authorized and paid for by the Customer. Renewal of Available Balances may be limited by amount or class of service.

Subscriber - The correctional institution which orders or uses DSI-ITI's service and is responsible for compliance with RTC regulations. The Subscriber enters into an agreement with the Company for the provision of collect-only automated operator assisted telecommunications services for use by inmates.

United States - For purposes of this RTC the term "United States" includes the Mainland United States of America, Alaska, Hawaii, Puerto Rico, American Samoa, the U.S. Virgin Islands, and Common Wealth of the Northern Mariana Islands ("CNMI").

U.S. Territories – Puerto Rico, American Samoa, U.S. Virgin Islands and Common wealth of the Northern Mariana Islands.

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SECTION 2 - RULES AND REGULATIONS

2.1 Undertaking of DSI-ITI, LLC

DSI-ITI's services and facilities are furnished for communications originating at correctional or confinement institutions between locations within the United States. The terms of this RTC apply to DSI-ITI's interstate calls.

DSI-ITI provides for the installation, operation, and maintenance of the communications services provided herein in accordance with the terms and conditions set forth under this RTC. DSI-ITI may act as the Subscriber's agent for ordering access connection facilities provided by other carriers or entities, when authorized by the Customer, to allow connection of a Subscriber's location to the DSI-ITI services. The Customer shall be responsible for all charges due for such service arrangement.

The Company's services and facilities are provided and are available twenty-four hours per day, seven days per week subject to restrictions imposed by the administration of the institution.

2.2 Limitations

- 2.2.1** The Company provides calling services and operator assisted services to inmates of confinement/correctional institutions.
- 2.2.2** Service is offered subject to the availability of the necessary facilities or equipment, and subject to the provisions of this RTC.
- 2.2.3** The Company reserves the right to discontinue or limit service when necessitated by conditions beyond its control, or when the Customer is using service in violation of provisions of this RTC, or in violation of the law.
- 2.2.4** 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.
- 2.2.5** 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 inmate population.

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SECTION 2 - RULES AND REGULATIONS, (CONT'D)

2.3 Use

Services provided under this RTC may be used for any lawful purpose for which the service is technically suited, limited to the provisions of this RTC.

2.4 Assignment or Transfer

All services provided under this RTC are directly or indirectly controlled by DS-ITI and neither the Customer nor the Subscriber 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 RTC shall apply to all such permitted assignees or transferees, as well as all conditions of service.

Posted: February 5, 2014

SECTION 2 - RULES AND REGULATIONS, (CONT'D)

2.5 Liabilities of the Company

- 2.5.1** 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 (including services and facilities involved in emergency calling activity) transmission provided under this RTC, 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.
- 2.5.2** The Company shall not be liable for, and shall be fully indemnified and held harmless by Customer, End User and Subscriber against any claim or loss, expense, or damage (including indirect, special or consequential damage) for defamation, libel, slander, invasion, infringement of copyright 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 RTC; or for any act or omission of the Customer, End User or Subscriber; 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 caused by negligence of the Company.
- 2.5.3** The Company shall not be liable for any defacement of or damages to the premises of a Subscriber or Customer resulting from the furnishing of service which is not the direct result of the Company's negligence.
- 2.5.4** Except when a court of competent jurisdiction finds that gross negligence, willful neglect, or willful misconduct on the Company's part has been a contributing factor, the liability of the Company for any claim or loss, expense or damage (including indirect, special or consequential damage) for any interruption, delay, error, omission, or defect in any service, facility (including services and facilities involved in emergency calling activity) or transmission provided under this RTC shall not exceed an amount equivalent to the prorata charge to the Customer or Subscriber for the period of service or facility usage during which such interruption, delay, error, omission or defect occurs.
- 2.5.5** No agent or employee of any other carrier shall be deemed to be an agent or employee of the Company.

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SECTION 2 - RULES AND REGULATIONS, (CONT'D)

2.6 Taxes and Fees

2.6.1 Universal Service Subsidy

The Company will assess all Customers a Universal Service Subsidy fee which recovers the Company's contributions to federal programs which support universal service in high cost areas and low income users of telecommunications and assist schools libraries and rural health care facilities to obtain telecommunications and information services. Universal Service Subsidy fees are subject to periodic adjustment and are calculated by multiplying the gross invoice amount attributable to interstate and international services (excluding taxes) during each billing period by a percentage as determined by the FCC each calendar quarter.

2.7 Terminal Equipment

The Company's facilities and service may be used with or terminated in terminal equipment or communications systems such as a PBX, key system, single line telephone, or pay telephone. Such terminal equipment shall be furnished and maintained at the expense of the Subscriber or Customer. The Subscriber or Customer is responsible for all costs at his or her premises, including personnel, wiring, electrical power, and the like, incurred in the use of the Company service. When such terminal equipment is used, the equipment shall comply with the generally accepted minimum protective criteria standards of the telecommunications industry.

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SECTION 2 - RULES AND REGULATIONS, (CONT'D)

2.8 Payment for Service

2.8.1 Payment for Service

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

2.8.2 Disputed Charges

Charges billed directly by the Company are due upon receipt. Amounts not paid within 10 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 must be received in writing by the Company within thirty (30) days after the date of the invoice. Otherwise, all charges will be considered correct and binding.

For charges billed through the Customer's local exchange carrier, notice from the Customer of disputed charges must be received in writing by the Company within ninety (90) days after the date of the bill is issued. Otherwise, all charges will be considered correct and binding on the Customer.

The Company will promptly investigate and advise all billed parties as to its findings concerning disputed charges. Adjustments to Customer's bills shall be made to the extent that circumstances exist which reasonably indicate that such changes are appropriate.

2.8.3 Validation of Credit

The Company reserves the right to validate the creditworthiness of Customers and billed parties through available verification procedures and to establish a maximum predetermined credit amount. 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 inmates of confinement facilities in accordance with facility-authorized programs. The Company may request that the confinement facility adopt, as part of its program, terms that enable the Company to collect the charges for all inmate 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.

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SECTION 2 - RULES AND REGULATIONS, (CONT'D)

2.8 Payment for Service, (Cont'd.)

2.8.4 Return Check Charge

A return check charge of \$25.00 will be assessed for checks returned for insufficient funds. Any applicable return check charges will be assessed according to the terms and conditions of this RTC and pursuant to Federal law.

2.8.5 Late Payment Fees

For charges billed directly by the Company, the Company reserves the right to assess a late payment fee of 1.5% per month on any past due balance. A balance is considered past due if unpaid fifteen (15) days following the date printed on the bill listing amounts owed by the Customer. For charges billed through the customer's local exchange carrier, any applicable late payment fees will be assessed according to the terms and conditions of the Company or its billing agent.

2.9 Interconnection

Service furnished by DSI-ITI 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. The Customer or Subscriber is responsible for all charges billed by other carriers for use in connection with DSI-ITI's service. Any special interface equipment or facilities necessary to achieve compatibility between carriers is the responsibility of the Subscriber.

Posted: February 5, 2014

SECTION 2 - RULES AND REGULATIONS, (CONT'D)

2.10 Refusal or Suspension by Company

2.10.1 DSI-ITI may refuse or suspend service with proper notice to the Customer or Subscriber for any of the following reasons:

- A.** For failure of the Customer to pay a bill for service when it is due.
- B.** For failure of the Customer or Subscriber to make proper application for service.
- C.** For Customer's or Subscriber's violation of any of the Company's rules.
- D.** For failure of the Subscriber to provide the Company reasonable access to its equipment and property.
- E.** For Subscriber's breach of the contract for service between the Company and the Subscriber.
- F.** For a failure of the Subscriber to furnish such service, equipment, and/or rights-of-way necessary to serve said Subscriber as shall have been specified by the Company as a condition of obtaining service.
- G.** When necessary for the Company to comply with any order or request of any governmental authority having jurisdiction.

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SECTION 2 - RULES AND REGULATIONS, (CONT'D)

2.10 Refusal or Suspension by Company, (Cont'd.)

2.10.2 DSI-ITI may refuse or suspend service without notice to the Customer or Subscriber for any of the following reasons:

- A.** In the event of tampering with the Company's equipment.
- B.** In the event of a condition determined to be hazardous to the Customer or Subscriber, to other Customers of the Company, to the Company's equipment, the public, or to employees of the Company.
- C.** In the event of a Customer's or Subscriber's use of equipment in such a manner as to adversely affect the Company's equipment or the Company's service to others.
- D.** In the event of fraudulent use of the service.

Posted: May 8, 2015

SECTION 2 - RULES AND REGULATIONS, (CONT'D)

2.11 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.

2.12 Call Restrictions

Calling capabilities may be restricted by the administration of the correctional or confinement institutions. 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.

2.13 Use of Recording Devices

Subscribers who use recording devices do so at their own risk. Subscribers may use a recording device only in compliance with the requirements of local, state, and federal laws.

2.14 Adjustment to Rates and Charges

The Company may adjust its rates and charges or impose additional rates and charges on its Customers in order to recover amounts it is required by governmental or quasi-governmental authorities to collect from or pay to others in support of statutory or regulatory programs. Examples of such programs include, but are not limited to, the Universal Service Fund (USF), and compensation to pay telephone service providers for the use of their pay telephones to access the Company's service.

2.15 Contracts

Service is offered on a contractual basis to meet specialized requirements of correctional facilities. The terms of each contract shall be mutually agreed upon between the facility and the Company and may include discounts on rates contained herein, charges for specially designed non-telecommunications services, restrictions on the use of certain telephone services or other customized features.

2.16 Contract Rates/Individual Case Basis (ICB) Arrangements

In lieu of the rates otherwise set forth in this RTC, rates and charges for services may be established at negotiated rates on an Individual Case Basis (ICB). ICB rates, terms and conditions will be set forth in individual Customer contracts. However, unless otherwise specified, the terms, conditions, obligations and regulation set forth in this RTC shall be incorporated into, and be part of, said contract, and shall be binding on Company and Customer.

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SECTION 3 - SERVICES AND RATES

3.1 General

The Company offers automated operator assisted collect-only calling services for use by inmates of prisons, jails or other Confinement Institutions. Inmate access to the Company's services may be restricted by the administration of the Institution served.

The Company's services are available twenty-four (24) hours per day, seven (7) days a week. Unless otherwise specified in this RTC, intrastate service is offered in conjunction with interstate and international service.

Customers are charged individually for each call placed through the Company's network. Charges may vary by service offering, mileage band, class-of-call, time-of-day, day-of-week and/or call duration. Customers are billed based on their use of the Company's services and network.

3.2 Timing of Calls

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

- 3.2.1** Timing of each call begins when the called station is answered (i.e. when two-way communications are established.) Answer detection is based on standard industry answer detection methods, including hardware and software answer detection.
- 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 RTC, calls are billed in one (1) minute increments after an initial period for billing purposes of one (1) minute.
- 3.2.4** The Company will not knowingly bill for unanswered calls. When a Customer indicates that he/she was billed for an incomplete call, the Company will reasonably issue credit for the call.

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SECTION 3 - SERVICES AND RATES, (CONT'D.)

3.3 Holidays

The Company does not offer rate discounts for calls placed on state of federal holidays.

3.4 Time of Day Rate Periods

For time of day sensitive services, the following rate periods apply unless otherwise specified in this RTC:

	MON	TUES	WED	THUR	FRI	SAT	SUN
8:00 AM TO 5:00 PM*	DAYTIME RATE PERIOD						
5:00 PM TO 11:00 PM*	EVENING RATE PERIOD						EVE
11:00 PM TO 8:00 AM*	NIGHT/WEEKEND RATE PERIOD						

* Up to, but not including

3.5 Calculation of Distance

Unless otherwise specified, the Company does not rate calls based on distance.

DSI-ITI, LLC
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SECTION 3 - SERVICES AND RATES, (CONT'D.)

3.6 [Reserved For Future Use]

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SECTION 3 - SERVICES AND RATES, (CONT'D.)

3.6 [Reserved For Future Use]

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SECTION 3 - SERVICES AND RATES, (CONT'D.)

3.7 Institutional Automated Collect Service

Institutional Automated Collect Service allows Inmates to place collect calls through an automated call processing system. The call processing system prompts the Inmate 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 Inmate access to telecommunications services, reduce fraudulent use of the Company's services, and eliminate harassing calls to persons outside the Institution.

Unless otherwise stated, call timing is rounded up to the nearest one (1) minute increment after the initial minimum period of one (1) minute.

3.7.1 Terms and Conditions

For services provided to Inmates of Institutions, the following special conditions apply:

- A.** At the request of the Institution, The Company may block inmate access 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).
- B.** At the request of the Institution, the company may block Inmate access to "911", "411", or local operators reached through "0-" dialing.
- C.** At the request of the Institution, the company may block Inmate access to specific telephone numbers.
- D.** Availability of the company's services may be restricted by the Institution to certain hours and/or days of the week.
- E.** 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 services is provided to the administration of each Institution where the Company's services are offered. Inmates may obtain information regarding rates and charges by requesting such information from the Institution's administration.

Posted: February 5, 2014

SECTION 3 - SERVICES AND RATES, (CONT'D.)

3.7 Institutional Automated Collect Service, (Cont'd.)

3.7.1 (Cont'd.)

- F.** At the request of the Institution, The Company may impose time limits on local and long distance calls placed using its services.
- G.** At the request of the Institution, equipment may be provided which permits monitoring of inmate calls by legally authorized government officials.
- H.** Calls to "900", "976" or other pay-per-call services are blocked by The Company.
- I.** Service may be restricted or otherwise limited under the direction of authorized personnel of the Institution at their own discretion.

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SECTION 3 - SERVICES AND RATES, (CONT'D.)

3.8 Institutional Prepaid Collect Service

Institutional Prepaid Collect Service allows recipients of collect calls from inmate facilities to set up a prepaid account with the Company from which such calls are decremented. Inmates place a collect call through the standard dialing pattern to a specific telephone number (station to station). The Subscriber accepts the collect call and the charges for that call are deducted from the Subscriber's Prepaid Account. Funds in this Prepaid Account may only be used for payment of calls received by Subscribers to their telephone number specified to the Company when the Prepaid Account is established.

Unless otherwise stated, call timing is rounded up to the nearest one (1) minute increment after the initial minimum period of one (1) minute and therefore the Available Usage Balance is decremented in full minute increments.

Per call and usage for each call placed is deducted from the Available Usage Balance in the Inmate's Prepaid Account. Customers may obtain the current Available Usage Balance, last payment made and last payment date by calling the Company's Customer Service toll free number twenty-four (24) hours a day, seven (7) days a week.

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SECTION 3 - SERVICES AND RATES, (CONT'D.)

3.9 Institutional Prepaid Service (Debit)

Institutional Prepaid Service (Debit) allows inmates to set up prepaid accounts for outbound calling. Prepaid calls are originated when the inmate enters their unique PIN and destination number. The Institution has the option of enabling a function requiring positive call acceptance on each call placed via Institutional Prepaid Service.

With the assistance of the institution, the company will set up a Prepaid Account for calls placed from the institution. Funds in the Prepaid Account may only be used for payment of calls placed by inmates. The Company's system informs the inmate of the Available Usage Balance remaining in the Prepaid Account upon access to place a call, and prompts the inmate Customer to place a call by entering the destination telephone number.

Unless otherwise stated, call timing is rounded up to the nearest one (1) minute increment after the initial minimum period of one (1) minute and therefore the Available Usage Balance is decremented in full minute increments. Per call and usage for each call placed is deducted from the Available Usage Balance in the Inmate's Prepaid Account on a real time basis as the call progresses.

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SECTION 3 - SERVICES AND RATES, (CONT'D.)

3.10 Institutional Contract Service Rates – Interstate

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Call Type	(D)	Initial Minute	Add'l Minute
Interstate Collect	(D)	\$0.25	\$0.25
Interstate Prepaid and Debit	(D)	\$0.21	\$0.21

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SECTION 3 - SERVICES AND RATES, (CONT'D.)

3.11 International Inmate Rates

Country Name	Per Minute Rates	Country Name	Per Minute Rates
Afghanistan	\$2.00	Burma (Myanmar)	\$3.00
Albania	\$1.50	Burundi	\$1.00
Algeria	\$1.00	Cambodia	\$3.00
Andorra	\$1.00	Cameroon	\$0.60
Angola	\$0.60	Canada	\$0.60
Anguilla	\$0.60	Cape Verde Islands	\$0.60
Antigua (Barbuda)	\$0.60	Cayman Islands	\$0.60
Argentina	\$0.60	Central African Republic	\$1.50
Armenia	\$0.60	Chad, R. of	\$2.50
Aruba	\$0.60	Chile	\$1.00
Ascension Island	\$2.00	China, P.R. of	\$0.60
Australia	\$0.60	Christmas & Cocos Islands	\$0.60
Austria	\$0.60	Colombia	\$0.60
Azerbaijan	\$0.60	Comoros, Federal and Islamic Republic of	\$2.00
Bahamas	\$0.60	Congo, R. of	\$1.50
Bahrain	\$1.00	Congo (Zaire), Dem Rep of	\$1.50
Bangladesh, P.R. of	\$0.60	Cook Islands	\$2.00
Barbados	\$0.60	Costa Rica	\$0.50
Belarus	\$0.60	Croatia, R.of	\$1.00
Belgium	\$0.60	Cuba	\$1.50
Belize	\$0.60	Cyprus	\$1.00
Benin	\$0.60	Czech Republic	\$1.00
Bermuda	\$0.60	Denmark	\$0.60
Bhutan	\$2.00	Diego Garcia	\$4.00
Bolivia	\$0.60	Djibouti, R. of	\$1.00
Bosnia-Herzegovina, R of	\$1.00	Dominica	\$0.60
Botswana	\$0.60	Dominican Republic	\$0.60
Brazil	\$0.60	East Timor	\$2.00
Brit. Virgin Islands	\$0.60	Ecuador	\$0.60
Brunei	\$1.00	Egypt, Arab Republic of	\$0.60
Bulgaria	\$0.60	El Salvador	\$0.60
Burkina Faso	\$0.60	Equatorial Guinea, R. of	\$3.00
		Eritrea	\$0.60
		Estonia	\$1.50

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SECTION 3 - SERVICES AND RATES, (CONT'D.)

3.11 International Inmate Rates, (Cont'd.)

Country Name	Per Minute Rates	Country Name	Per Minute Rates
Ethiopia	\$0.60	Honduras	\$0.60
Falkland Islands	\$1.50	Hong Kong	\$0.60
Faeroe Islands	\$0.60	Hungary	\$0.60
Federated States of Micronesia	\$1.00	Iceland	\$1.00
Fiji Islands	\$1.50	India	\$0.60
Finland	\$0.60	Indonesia	\$0.60
France	\$0.60	Iran	\$0.60
French Antilles (Martinique, St. Barthelemy and St. Martin)	\$1.50	Iraq	\$0.60
French Guiana	\$1.50	Ireland	\$0.60
French Polynesia (Including the Islands of Moorea and Tahiti)	\$2.00	Israel	\$0.60
Gabon Republic	\$1.50	Italy	\$1.00
Gambia	\$1.00	Ivory Coast, Republic of	\$1.00
Georgia	\$0.60	Jamaica	\$0.60
Germany	\$0.60	Japan (Including Okinawa)	\$0.60
Ghana	\$0.60	Jordan	\$0.60
Gibraltar	\$1.50	Kazakhstan	\$1.00
Greece	\$0.60	Kenya, Republic of	\$0.60
Greenland	\$0.60	Kiribati	\$1.50
Grenada (Including Carriacou)	\$0.60	Korea, North	\$3.00
Guadeloupe	\$1.00	Korea, South	\$0.60
Guantanamo (U.S. Naval Base)	\$2.50	Kuwait	\$0.60
Guatemala	\$0.60	Kyrgyzstan	\$1.50
Guinea-Bissau	\$1.00	Laos	\$3.00
Guinea, People's Revolutionary Republic	\$1.00	Latvia	\$1.50
Guyana	\$0.60	Lebanon	\$0.60
Haiti	\$0.60	Lesotho	\$1.50

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SECTION 3 - SERVICES AND RATES, (CONT'D.)

3.11 International Inmate Rates, (Cont'd.)

Country Name	Per Minute Rates	Country Name	Per Minute Rates
Liberia	\$1.00	Namibia	\$1.50
Libyan Arab People's Socialist Jamahiriya	\$1.00	Nauru	\$4.50
Liechtenstein	\$1.00	Nepal	\$0.60
Lithuania	\$1.50	Netherlands	\$0.60
Luxembourg	\$0.60	Netherlands Antilles (Bonaire, Curacao, Saba, St. Eustatius and St. Maarten)	\$0.60
Macao	\$1.50	Nevis	\$1.00
Macedonia, Former Yugoslav Republic of	\$1.00	New Caledonia	\$1.50
Madagascar, Democratic Republic of	\$3.00	New Zealand (Including Chatham Island)	\$0.60
Malawi	\$1.50	Nicaragua	\$0.60
Malaysia	\$0.60	Niger, Republic of	\$1.50
Maldives, Republic of	\$1.50	Nigeria, Federal Republic of	\$0.60
Mali, Republic of	\$0.60	Niue	\$5.00
Malta, Republic of	\$1.50	Norfolk Island	\$3.00
Marshall Islands	\$1.00	Norway (including Svalbard)	\$0.60
Mauritania, Islamic Republic of	\$1.50	Oman	\$0.60
Mauritius	\$2.00	Pakistan	\$0.60
Mayotte Island	\$3.00	Palau, Republic of	\$1.50
Mexico Bands 1-3	\$0.60	Panama, Republic of	\$0.60
Mexico Bands 4-8	0.60	Papua New Guinea (Admiralty Islands, Bougainville, New Britain and New Ireland)	\$1.50
Moldova	\$0.60	Paraguay	\$0.60
Monaco	\$1.00	Peru	\$1.00
Mongolian People's Republic	\$0.60	Philippines	\$0.60
Montserrat	\$1.00	Poland, People's Republic of	\$0.60
Morocco, Kingdom of	\$0.50	Portugal (Including Azores and Madeira Islands)	\$0.60
Mozambique	\$2.00	Qatar	\$1.50
Myanmar	\$3.00	Reunion Island	\$2.00

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SECTION 3 - SERVICES AND RATES, (CONT'D.)

3.11 International Inmate Rates, (Cont'd.)

Country Name	Per Minute Rates	Country Name	Per Minute Rates
Romania, Socialist Republic of	\$0.60	Swaziland	\$1.50
Russia	\$0.60	Sweden	\$0.60
Rwanda	\$0.60	Switzerland	\$1.00
San Marino	\$0.60	Syrian Arab Republic	\$0.60
Sao Tome	\$3.00	Taiwan	\$0.60
Saudi Arabia	\$0.60	Tajikistan	\$1.00
Senegal Republic	\$1.00	Tanzania	\$1.00
Seychelles Islands	\$1.50	Thailand	\$0.60
Sierra Leone	\$1.00	Togo, Republic of	\$0.60
Singapore, Republic of	\$0.60	Tonga Islands	\$1.50
Slovakia	\$1.00	Trinidad & Tobago	\$0.60
Slovenia, Republic of	\$1.00	Tunisia, Democratic Republic of	\$1.00
Solomon Islands	\$3.00	Turkey	\$1.00
Somali Republic	\$2.00	Turkmenistan	\$1.50
South Africa, Republic of	\$0.60	Turks & Caicos Islands	\$0.50
Spain (Including Balearic Islands, Canary Islands, Ceuta and Melilla)	\$0.60	Tuvalu	\$2.00
Sri Lanka, Democratic Socialist	\$0.60	Uganda	\$1.50
St. Helena, Republic of	\$2.50	Ukraine	\$0.50
St. Kitts	\$0.60	United Arab Emirates (Abu Dhabi, Ajman, Dubai, Fujairah, Ras al Khaimah, Sharjah and Umm al Qaiwain)	\$0.60
St. Lucia	\$0.60	United Kingdom (Including the Channel Islands, England, Isle of Man, Northern Ireland, Scotland and Wales)	\$0.60
St. Pierre & Miquelon	\$1.50	Uruguay	\$0.60
St. Vincent and The Grenadines	\$0.60	Uzbekistan	\$0.60
Sudan	\$0.60	Vanuatu, Republic of	\$4.00
Suriname, Republic of	\$1.50		

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SECTION 3 - SERVICES AND RATES, (CONT'D.)

3.11 International Inmate Rates, (Cont'd.)

Country Name	Per Minute Rates	Country Name	Per Minute Rates
Vatican City	\$0.60	Yemen, Republic of (Including Aden & Almahrah)	\$0.50
Venezuela	\$1.00	Yugoslavia, Federal Republic of	\$0.60
Vietnam, Socialist Republic of	\$0.60	Zaire, Republic of	\$1.50
Wallis & Fortuna Islands	\$4.50	Zambia	\$1.50
Western Samoa	\$1.00	Zimbabwe	\$1.00

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SECTION 3 - SERVICES AND RATES, (CONT'D.)

3.11 [Reserved For Future Use] – International, (Cont'd.)

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SECTION 3 - SERVICES AND RATES, (CONT'D.)

3.12 Ancillary Service Charges

3.12.1 Automated Payment Fees (where available) – Credit Card payment, debit card payment, and bill processing fees, including fees for payments made by interactive voice response (IVR), web, or kiosk (where available).

Automated payment fees \$3.00

3.12.2 Live Agent Fee – A fee associated with the optional use of a live operator to complete Inmate Calling Services transactions.

Live Agent Fee \$5.95

3.12.3 Paper Bill/Statement Fees – Fees associated with providing customers of Inmate Calling Services an optional paper billing statement.

Paper Bill/Statement Fees \$2.00

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