

**GLOBAL TEL\*LINK CORPORATION**

12021 Sunset Hills Road, Suite 100

Reston, VA 20190

Issued By: Jeffery Haidinger, President

Interstate/International Rates, Terms, and Conditions

Original Page 1

Posted: February 5, 2014

---

INTERSTATE AND INTERNATIONAL RATES, TERMS & CONDITIONS

---

**GLOBAL TEL\*LINK CORPORATION**

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

Posted: March 17, 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 Global Tel\*Link Corporation unless otherwise clearly indicated by the context.

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

**Company or Carrier** - Global Tel\*Link Corporation ("GTL"), 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.

**GTL** - Used throughout this RTC to mean Global Tel\*Link Corporation

**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: March 17, 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.

(N)  
|  
|  
|  
|  
|  
|  
(N)

**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.

(N)  
|  
|  
|  
|  
|  
(N)

**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 GTL'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.

Posted: February 5, 2014

---

## **SECTION 2 - RULES AND REGULATIONS**

### **2.1 Undertaking of Global Tel\*Link Corporation**

GTL'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 GTL's interstate calls.

GTL 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. GTL 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 GTL 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** GTL 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** GTL 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.

Posted: February 5, 2014

---

**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 Global 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.

Posted: February 5, 2014

---

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

### **2.6 Deposits and Advance Payments**

#### **2.6.1 Deposits**

The Company does not normally require deposits. However the company reserves the right to collect a deposit from customers whose credit history is unacceptable or unknown to the Company. Deposits, if collected, will be collected and maintained in accordance with Commission rules.

For services provided to inmates of confinement facilities, the Company may require a deposit from billed parties for charges which exceed a maximum credit amount predetermined by the Company based on the Customer's credit worthiness. The Customer may exceed this predetermined credit amount by first paying a deposit to the Company in an amount equal to the amount of additional credit authorization requested by the Customer.

The fact that a deposit has been made in no way relieves the Customer from the prompt payment of bills upon presentation.

#### **2.6.2 Advance Payments**

The Company does not normally require advance payments for service. However, for Customers whom the Company determines an advance payment is necessary, GTL 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.

Posted: February 5, 2014

---

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

**2.7 Taxes and Fees**

All state and local taxes (e.s., sales tax, and municipal utilities tax) are assessed in addition to the quoted rates.

**2.7.2 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.

**2.8 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 Global's service. When such terminal equipment is used, the equipment shall comply with the generally accepted minimum protective criteria standards of the telecommunications industry.



Posted: February 5, 2014

---

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

### **2.9 Payment for Service**

#### **2.9.1 Payment for Service**

The Customer is responsible for payment of all charges for services and equipment furnished to the Customer by GTL. 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).

#### **2.9.2 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.

#### **2.9.3 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.

Posted: February 5, 2014

---

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

**2.9 Payment for Service, (Cont'd.)**

**2.9.4 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.

**2.9.5 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.

**2.10 Interconnection**

Service furnished by GTL 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 GTL'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)**

**2.11 Refusal or Discontinuance by Company**

**2.11.1** GTL may refuse or discontinue 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.

Posted: February 5, 2014

---

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

**2.11 Refusal or Discontinuance by Company, (Cont'd.)**

**2.11.2** GTL may refuse or discontinue 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.

**2.12 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.

Posted: May 8, 2015

---

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

**2.13 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.

**2.14 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.

**2.15 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.

**2.16 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.

**2.17 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.

(N)  
|  
|  
|  
|  
|  
|  
(N)

Posted: February 5, 2014

---

### **SECTION 3 - SERVICE DESCRIPTION AND RATES**

#### **3.1 General**

The Company offers domestic interstate and international automated operator assisted 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 service.

Customers are charged individually for each call placed through the Company's network. Charges may vary based on individual contracts between the Company and Institutions. Customers are billed based on their use of the Company's services and network.

#### **3.2 Timing of Calls and Time of Day Rate Periods**

##### **3.2.1 Timing of Calls**

Chargeable time for all calls begins when the called station is answered. For Collect Calls, charges apply only if the called party accepts the responsibility for payment. For Person to Person Calls, charges apply only if the calling party is connected with the designated called party or an agreed upon substitute.

Chargeable time for all calls ends when one of the parties disconnects from the call.

##### **3.2.2 Time of Day Rate Periods**

Rates for service are not time of day sensitive.

#### **3.3 Service Availability**

All services are available from any location where domestic interexchange service is provided by Global Tel\*Link.

**GLOBAL TEL\*LINK CORPORATION**  
12021 Sunset Hills Road, Suite 100  
Reston, VA 20190  
Issued By: Jeffery Haidinger, President

Interstate/International Rates, Terms, and Conditions  
3<sup>rd</sup> Revised Page 15  
Cancels 2<sup>nd</sup> Revised Page 15

Posted: June 20, 2016

---

**SECTION 3 - SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.4 [Reserved For Future Use]**

**(D)**

**(D)**

**GLOBAL TEL\*LINK CORPORATION**  
12021 Sunset Hills Road, Suite 100  
Reston, VA 20190  
Issued By: Jeffery Haidinger, President

Interstate/International Rates, Terms, and Conditions  
2<sup>nd</sup> Revised Page 16  
Cancels 1<sup>st</sup> Revised Page 16

Posted: June 20, 2016

---

**SECTION 3 - SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.4 [Reserved For Future Use], (Cont'd.)**

**(D)**

**(D)**



Posted: February 5, 2014

---

### **SECTION 3 - SERVICE DESCRIPTION AND RATES, (CONT'D.)**

#### **3.5 Interstate Institutional Operator Assisted Calling**

Institutional operator assisted service allows inmates to place collect or prepaid 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.

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.

All services with Confinement Institutions are provided under contract. Each contract includes a unique mix of telecommunications services, equipment and software for blocking, screening and monitoring calls, and performs other specialized functions as required by the Confinement Institution. All similarly situated Confinement Institutions are treated on a non-discriminatory basis.

##### **3.5.1 Inmate Calling Service Restrictions**

For services provided to inmates of institutions, the following special conditions apply:

1. Calls to "900," "976" or other pay-per-call and call-forwarding services are blocked or may be blocked by the Company.
2. 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).
3. At the request of the Institution, the Company may block inmate access to "911," "411," or local operators reached through "0+" dialing.
4. At the request of the Institution, the Company may block inmate access 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.

Posted: February 5, 2014

---

**SECTION 3 - SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.5 Interstate Institutional Operator Assisted Calling, (Cont'd.)**

**3.5.1 Inmate Calling Service Restrictions, (Cont'd.)**

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. Inmates 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 local and long distance calls placed using its services.
8. At the request of the institution, equipment may be provided which permits monitoring of inmate calls by legally authorized government officials.
9. Service may be restricted or otherwise limited under the direction of authorized personnel of the Institution at their own discretion.

Posted: February 5, 2014

---

**SECTION 3 - SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.5 Interstate Institutional Operator Assisted Calling, (Cont'd.)**

**3.5.2 Inmate Telephone Debit Accounts**

**A. Definition**

This is a prepaid telephone account available to inmates and other incarcerated persons at correctional facilities that permit this service. Participating individuals elect to transfer funds either from their facility's inmate trust fund or a commissary account. The transfer method is either manual (vouchers) or electronic through a funds transfer interface between the Company and the facility or commissary.

**B. Call Process**

The Company establishes debit accounts which are associated with the inmate's personal Identification Number (PIN). When a call is placed, either the "collect" or "debit" option is selected. Once debit is selected, the inmate enters the called telephone number and PIN. The Company's system automatically informs the caller of the Available Usage Balance remaining in the Prepaid Debit Account, and the rates for the call being attempted. Network usage for completed calls is deducted from the Available Usage Balance at the conclusion of the call.

Any unused funds in a Prepaid Debit Account are refundable upon request. Refunds are issued by the entity controlling the actual cash deposits, which depending on the specific arrangements, is either the Company, the commissary, the correctional facility itself or its agent, unless otherwise directed by state law. The Available Usage Balance expires three months from the date of the last activity on the Prepaid/Debit account, unless alternative arrangements are expressly requested by the correctional facility's management. No refunds of unused balances will be issued after the expiration date.

**C. Rates and Charges**

- 1. Option 1** - Rates and charges for Prepaid Debit Accounts are the same as those set forth in the Company's institutional collect call rate schedules.
- 2. Option 2** - Rates and charges for Prepaid Debit Accounts are provided at a discount, per request of correctional facility.

Posted: June 20, 2016

---

**SECTION 3 - SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.5 Interstate Institutional Operator Assisted Calling, (Cont'd.)**

**3.5.3 Advance Pay 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 a Advance Pay Account with the Called Party (Customer) for payment of collect calls placed from institutions served by Global Tel\*Link. Funds in the Customer's Advance Pay account may only be used for payment of collect calls placed by inmates to telephone numbers specified by the Customer. Establishment and maintenance of an Advance Pay Account is 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, and after the required minimum payment is received, 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 inmate may call. (T)

Additional payments will be accepted with a \$50.00 payment maximum. Initial and additional payments 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 payments will be subject to applicable taxes.

When an inmate 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 contact the Company's toll-free customer service number for account balance information at any time.

If the Advance Pay Account balance becomes depleted, calls placed to the numbers specified by the Customer will be blocked until the Advance Pay Account is replenished.

The Customer may close the Advance Pay Account at any time. At the written request of the Customer (usually upon release of an inmate from an institution), any remaining balance in the Account will be refunded to the Customer after deducting any call charges, applicable taxes and transaction fees incurred during the current billing cycle. Advance Pay Accounts will be automatically dissolved following three months of zero activity (i.e., no calls placed, no account replenishment, no customer service inquiries.)

All security measures and inmate calling restrictions as set forth elsewhere in this tariff are also applicable for any calls made using an Advance Pay Account.

Posted: February 5, 2014

---

**SECTION 3 - SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.5 Interstate Institutional Operator Assisted Calling, (Cont'd.)**

**3.5.3 Advance Pay Accounts, (Cont'd.)**

**A. Rates and Charges**

- 1. Option 1** - Advance Pay Customers' rates and charges are the same as those set forth in the Company's institutional collect call rate schedules.
- 2. Option 2** - Rates and charges for Advance Pay Accounts are provided at a discount, per request of correctional facility.

**GLOBAL TEL\*LINK CORPORATION**  
12021 Sunset Hills Road, Suite 100  
Reston, VA 20190  
Issued By: Jeffery Haidinger, President

Interstate/International Rates, Terms, and Conditions  
1<sup>st</sup> Revised Page 22  
Cancels Original Page 22

Posted: June 20, 2016

---

**SECTION 3 - SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.6 Contract Rates - Domestic**

**Contract No. 1**

A. Usage Charges:

	<u>Per Minute:</u>
Collect:	\$0.25
Prepaid and Debit:	\$0.21

(D)

(D)



Posted: June 20, 2016

---

**SECTION 3 - SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.6 Contract Rates - Domestic, (Cont'd.)**

**Contract No. 8**

Contract No. 8 provides collect calling from the contracted Confinement Institution. Calls are billed in one (1) minute increments following an initial period of one (1) minute. Contract includes a facility-specific mix of services and non-regulated screening and blocking equipment. Rates are not mileage sensitive nor time-of-day sensitive. Contract expiration dates vary.

**A. Usage Charges:**

Rate Per Minute:

\$0.07

(D)

(D)



Posted: June 20, 2016

---

**SECTION 3 - SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.6 Contract Rates - Domestic, (Cont'd.)**

**Contract No. 9**

Contract No. 9 provides automated operator assisted calling from the contracted Confinement Institution. Calls are billed in one (1) minute increments following an initial period of one (1) minute. Contract includes a facility-specific mix of services and non-regulated screening and blocking equipment. Rates are not mileage sensitive nor time-of-day sensitive. Contract expiration dates vary.

**A. Collect and Advance Pay Collect**

**1. Usage Charge:**

Rate Per Minute: \$0.10

(D)

(D)

**B. Debit Accounts**

**1. Usage Charge:**

Rate Per Minute: \$0.075

(D)

(D)

**Contract No. 10**

**A. Debit Calls:**

**1. Usage Charge**

Rate Per Minute: \$0.21

(D)

(D)

**Contract No. 11**

**A. Collect, Advance Pay and Debit Calls:**

**1. Usage Charge**

Rate Per Minute: \$0.19

(N)

Posted: March 1, 2018

---

**SECTION 3 - SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.6 Contract Rates - Domestic, (Cont'd.)**

**Contract No. 12**

**A. Collect, Advance Pay and Debit:**

- 1. Usage Charge**  
Rate Per Minute: \$0.15

**Contract No. 13**

**A. Collect, Advance Pay and Debit:**

- 1. Usage Charge**  
Rate Per Minute: \$0.07

**Contract No. 14**

**A. Collect, Advance Pay and Debit:**

- 1. Usage Charge**  
Rate Per Minute: \$0.059

**Contract No. 15**

**A. Collect, Advance Pay and Debit:**

- 1. Usage Charge**  
Rate Per Minute: \$0.039

(N)  
|  
|  
|  
|  
(N)

Posted: June 20, 2016

**SECTION 3 - SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.7 International Inmate Rates**

(D)(N)

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

(N)(D)

(N)

(N)

Posted: June 20, 2016

**SECTION 3 - SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.7 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

(N)(D)

(N)(D)  
(N)

(N)

Posted: June 20, 2016

**SECTION 3 - SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.7 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

(N)(D)

(N)(D)  
(N)

(N)

Posted: June 20, 2016

**SECTION 3 - SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.7 International Inmate Rates, (Cont'd.)**

(N)

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		

(N)



**GLOBAL TEL\*LINK CORPORATION**  
12021 Sunset Hills Road, Suite 100  
Reston, VA 20190  
Issued By: Jeffery Haidinger, President

Interstate/International Rates, Terms, and Conditions  
1<sup>st</sup> Revised Page 29  
Cancels Original Page 29

Posted: June 20, 2016

---

**SECTION 3 - SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.7 [Reserved For Future Use], (Cont'd.)**

**(D)**

**(D)**



**GLOBAL TEL\*LINK CORPORATION**  
12021 Sunset Hills Road, Suite 100  
Reston, VA 20190  
Issued By: Jeffery Haidinger, President

Interstate/International Rates, Terms, and Conditions  
1<sup>st</sup> Revised Page 30  
Cancels Original Page 30

Posted: June 20, 2016

---

**SECTION 3 - SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.7 [Reserved For Future Use], (Cont'd.)**

**(D)**

**(D)**

**GLOBAL TEL\*LINK CORPORATION**  
12021 Sunset Hills Road, Suite 100  
Reston, VA 20190  
Issued By: Jeffery Haidinger, President

Interstate/International Rates, Terms, and Conditions  
2<sup>nd</sup> Revised Page 31  
Cancels 1<sup>st</sup> Revised Page 31

Posted: June 20, 2016

---

**SECTION 3 - SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.7 [Reserved For Future Use], (Cont'd.)**

**(D)**

**(N)**

**GLOBAL TEL\*LINK CORPORATION**  
12021 Sunset Hills Road, Suite 100  
Reston, VA 20190  
Issued By: Jeffery Haidinger, President

Interstate/International Rates, Terms, and Conditions  
1<sup>st</sup> Revised Page 32  
Cancels Original Page 32

Posted: June 20, 2016

---

**SECTION 3 - SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.7 [Reserved For Future Use], (Cont'd.)**

**(D)**

**(D)**

**GLOBAL TEL\*LINK CORPORATION**  
12021 Sunset Hills Road, Suite 100  
Reston, VA 20190  
Issued By: Jeffery Haidinger, President

Interstate/International Rates, Terms, and Conditions  
1<sup>st</sup> Revised Page 33  
Cancels Original Page 33

Posted: June 20, 2016

---

**SECTION 3 - SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.7 [Reserved For Future Use], (Cont'd.)**

**(D)**

**(D)**

**GLOBAL TEL\*LINK CORPORATION**  
12021 Sunset Hills Road, Suite 100  
Reston, VA 20190  
Issued By: Jeffery Haidinger, President

Interstate/International Rates, Terms, and Conditions  
1<sup>st</sup> Revised Page 34  
Cancels Original Page

Posted: June 20, 2016

---

**SECTION 3 - SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.7 [Reserved For Future Use], (Cont'd.)**

**(D)**



**GLOBAL TEL\*LINK CORPORATION**  
12021 Sunset Hills Road, Suite 100  
Reston, VA 20190  
Issued By: Jeffery Haidinger, President

Interstate/International Rates, Terms, and Conditions  
1<sup>st</sup> Revised Page 35  
Cancels Original Page 35

Posted: June 20, 2016

---

**SECTION 3 - SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.7 [Reserved For Future Use], (Cont'd.)**

**(D)**

**(D)**

**GLOBAL TEL\*LINK CORPORATION**  
12021 Sunset Hills Road, Suite 100  
Reston, VA 20190  
Issued By: Jeffery Haidinger, President

Interstate/International Rates, Terms, and Conditions  
1<sup>st</sup> Revised Page 36  
Cancels Original Page 36

Posted: June 20, 2016

---

**SECTION 3 - SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.7 [Reserved For Future Use], (Cont'd.)**

**(D)**

**(D)**

**GLOBAL TEL\*LINK CORPORATION**  
12021 Sunset Hills Road, Suite 100  
Reston, VA 20190  
Issued By: Jeffery Haidinger, President

Interstate/International Rates, Terms, and Conditions  
1<sup>st</sup> Revised Page 37  
Cancels Original Page 37

Posted: June 20, 2016

---

**SECTION 3 - SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.7 [Reserved For Future Use], (Cont'd.)**

**(D)**

**(D)**



**GLOBAL TEL\*LINK CORPORATION**  
12021 Sunset Hills Road, Suite 100  
Reston, VA 20190  
Issued By: Jeffery Haidinger, President

Interstate/International Rates, Terms, and Conditions  
1<sup>st</sup> Revised Page 38  
Cancels Original Page 38

Posted: June 20, 2016

---

**SECTION 3 - SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.7 [Reserved For Future Use], (Cont'd.)**

**(D)**

**(D)**

Posted: June 20, 2016

---

**SECTION 3 - SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.7 [Reserved For Future Use], (Cont'd.)**

**(D)**

**(D)**

**GLOBAL TEL\*LINK CORPORATION**  
12021 Sunset Hills Road, Suite 100  
Reston, VA 20190  
Issued By: Jeffery Haidinger, President

Interstate/International Rates, Terms, and Conditions  
1<sup>st</sup> Revised Page 40  
Cancels Original Page 40

Posted: June 20, 2016

---

**SECTION 3 - SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.7 [Reserved For Future Use], (Cont'd.)**

**(D)**

**(D)**

**GLOBAL TEL\*LINK CORPORATION**  
12021 Sunset Hills Road, Suite 100  
Reston, VA 20190  
Issued By: Jeffery Haidinger, President

Interstate/International Rates, Terms, and Conditions  
1<sup>st</sup> Revised Page 41  
Cancels Original Page 41

Posted: June 20, 2016

---

**SECTION 3 - SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.7 [Reserved For Future Use], (Cont'd.)**

**(D)**

**(D)**

**GLOBAL TEL\*LINK CORPORATION**  
12021 Sunset Hills Road, Suite 100  
Reston, VA 20190  
Issued By: Jeffery Haidinger, President

Interstate/International Rates, Terms, and Conditions  
1<sup>st</sup> Revised Page 42  
Cancels Original Page 42

Posted: June 20, 2016

---

**SECTION 3 - SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.7 [Reserved For Future Use], (Cont'd.)**

**(D)**

**(D)**

**GLOBAL TEL\*LINK CORPORATION**  
12021 Sunset Hills Road, Suite 100  
Reston, VA 20190  
Issued By: Jeffery Haidinger, President

Interstate/International Rates, Terms, and Conditions  
1<sup>st</sup> Revised Page 43  
Cancels Original Page 43

Posted: June 20, 2016

---

**SECTION 3 - SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.7 [Reserved For Future Use], (Cont'd.)**

**(D)**

**(D)**

**GLOBAL TEL\*LINK CORPORATION**  
12021 Sunset Hills Road, Suite 100  
Reston, VA 20190  
Issued By: Jeffery Haidinger, President

Interstate/International Rates, Terms, and Conditions  
1<sup>st</sup> Revised Page 44  
Cancels Original Page 44

Posted: June 20, 2016

---

**SECTION 3 - SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.7 [Reserved For Future Use], (Cont'd.)**

**(D)**

**(D)**

**GLOBAL TEL\*LINK CORPORATION**  
12021 Sunset Hills Road, Suite 100  
Reston, VA 20190  
Issued By: Jeffery Haidinger, President

Interstate/International Rates, Terms, and Conditions  
1<sup>st</sup> Revised Page 45  
Cancels Original Page 45

Posted: June 20, 2016

---

**SECTION 3 - SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.7 [Reserved For Future Use], (Cont'd.)**

**(D)**

**(D)**



**GLOBAL TEL\*LINK CORPORATION**  
12021 Sunset Hills Road, Suite 100  
Reston, VA 20190  
Issued By: Jeffery Haidinger, President

Interstate/International Rates, Terms, and Conditions  
1<sup>st</sup> Revised Page 46  
Cancels Original Page 46

Posted: June 20, 2016

---

**SECTION 3 - SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.7 [Reserved For Future Use], (Cont'd.)**

**(D)**

**(D)**

**GLOBAL TEL\*LINK CORPORATION**  
12021 Sunset Hills Road, Suite 100  
Reston, VA 20190  
Issued By: Jeffery Haidinger, President

Interstate/International Rates, Terms, and Conditions  
1<sup>st</sup> Revised Page 47  
Cancels Original Page 47

Posted: June 20, 2016

---

**SECTION 3 - SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.7 [Reserved For Future Use], (Cont'd.)**

**(D)**

**(D)**

**GLOBAL TEL\*LINK CORPORATION**  
12021 Sunset Hills Road, Suite 100  
Reston, VA 20190  
Issued By: Jeffery Haidinger, President

Interstate/International Rates, Terms, and Conditions  
1<sup>st</sup> Revised Page 48  
Cancels Original Page 48

Posted: June 20, 2016

---

**SECTION 3 - SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.7 [Reserved For Future Use], (Cont'd.)**

**(D)**

**(D)**

**GLOBAL TEL\*LINK CORPORATION**  
12021 Sunset Hills Road, Suite 100  
Reston, VA 20190  
Issued By: Jeffery Haidinger, President

Interstate/International Rates, Terms, and Conditions  
1<sup>st</sup> Revised Page 49  
Cancels Original Page 49

Posted: June 20, 2016

---

**SECTION 3 - SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.7 [Reserved For Future Use], (Cont'd.)**

**(D)**

**(D)**

**GLOBAL TEL\*LINK CORPORATION**  
12021 Sunset Hills Road, Suite 100  
Reston, VA 20190  
Issued By: Jeffery Haidinger, President

Interstate/International Rates, Terms, and Conditions  
1<sup>st</sup> Revised Page 50  
Cancels Original Page 50

Posted: June 20, 2016

---

**SECTION 3 - SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.7 [Reserved For Future Use], (Cont'd.)**

**(D)**

**(D)**

**GLOBAL TEL\*LINK CORPORATION**  
12021 Sunset Hills Road, Suite 100  
Reston, VA 20190  
Issued By: Jeffery Haidinger, President

Interstate/International Rates, Terms, and Conditions  
1<sup>st</sup> Revised Page 51  
Cancels Original Page 51

Posted: June 20, 2016

---

**SECTION 3 - SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.7 [Reserved For Future Use], (Cont'd.)**

**(D)**

**(D)**

**GLOBAL TEL\*LINK CORPORATION**  
12021 Sunset Hills Road, Suite 100  
Reston, VA 20190  
Issued By: Jeffery Haidinger, President

Interstate/International Rates, Terms, and Conditions  
1<sup>st</sup> Revised Page 52  
Cancels Original Page 52

Posted: June 20, 2016

---

**SECTION 3 - SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.7 [Reserved For Future Use], (Cont'd.)**

**(D)**

**(D)**

Posted: June 20, 2016

---

**SECTION 3 - SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.7 International Service Rates, (Cont'd.)**

**3.7.8 Inmate Debit Services - Option 5**

**A. All Countries**

**1. Usage Charge:**  
Rate Per Minute: \$0.10

**(D)**  
**(D)**

**B. All Countries**

**1. Usage Charge:**  
Rate Per Minute: \$0.15

**(D)**  
**(D)**

**C. All Countries**

**1. Usage Charge:**  
Rate Per Minute: \$0.50

**3.7.9 Inmate Prepaid and Debit Account - Option 6**

**A. All Countries**

**1. Usage Charge:**  
Rate Per Minute: \$0.89

**(D)**  
**(D)**

**B. All Countries**

**1. Usage Charge:**  
Rate Per Minute: \$0.14

**(D)**  
**(D)**

**3.7.10 Inmate Collect, Prepaid and Debit Account – Option 7**

**A. All Countries**

**1. Usage Charge:**  
Rate Per Minute: \$0.99

**(D)**  
**(D)**



Posted: June 20, 2016

---

**SECTION 3 - SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.7 International Service Rates, (Cont'd.)**

**3.7.11 Inmate Collect, Prepaid and Debit Account – Option 8**

**A. All Countries**

- 1. Usage Charge:**  
Rate Per Minute: \$1.09

(D)  
(D)

**3.7.12 Inmate Collect, Prepaid and Debit Account – Option 9**

**A. All Countries**

- 1. Usage Charge:**  
Rate Per Minute: \$0.50

(D)  
(D)

**3.7.13 Inmate Debit Account – Option 10**

**A. All Countries**

- 1. Usage Charge:**  
Rate Per Minute: \$1.25

**3.7.14 Inmate Debit Account – Option 11**

**A. All Countries**

- 1. Usage Charge:**  
Rate Per Minute: \$0.15

**3.7.15 Inmate Debit Account – Option 12**

**A. All Countries**

- 1. Usage Charge:**  
Rate Per Minute: \$0.89

(D)  
(D)

Posted: March 17, 2016

---

**SECTION 3 - SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.8 Inmate Calling Services Rate Caps**

The below rate caps become effective March 17, 2016 for Prisons and June 20, 2016 for Jails. Confinement facility rates will not exceed these caps.

	Debit/Prepaid	Collect
Per Minute Rate:	\$0.21	0.25

(N)

|  
|  
|  
|

(N)

Posted: March 17, 2016

---

**SECTION 3 - SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.9 Ancillary Service Charges**

**3.9.1 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

**3.9.2 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

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

Paper Bill/Statement Fees       \$2.00

The above charges and fees become effective March 17, 2016 for Prisons and June 20, 2016 for Jails.

(N)

(N)