

GLOBAL TEL*LINK CORPORATION
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Pennsylvania Price List No.1
Original Title Page

Issued: December 1, 2009

Effective: December 1, 2009

*This Pennsylvania Price List No. 1 replaces
Global Tel*Link Corporation's Telephone-Pa. P.U.C. No. 2 due to detariffing*

REGULATIONS AND SCHEDULE OF CHARGES
APPLICABLE TO INTEREXCHANGE RESELLER SERVICES
WITHIN THE COMMONWEALTH OF PENNSYLVANIA
PROVIDED BY
GLOBAL TEL*LINK CORPORATION

This price list contains the descriptions, regulations, and rates applicable to intrastate interexchange telecommunications resale services provided by Global Tel*Link Corporation ("GTL") to Correctional Institutions for use by Inmates by within the Commonwealth of Pennsylvania.

Issued: March 1, 2018

Effective: March 1, 2018

CHECK SHEET

The following sheets are effective as of the date shown at the bottom of the respective sheet(s). Original and revised pages as named below comprise all changes from the original price list and are currently in effect as of the date on the bottom of this page.

PAGE	REVISION		PAGE	REVISION
Title	Original		26	1 st Rev.
1	15 th Rev.	*	27	1 st Rev.
2	Original		28	1 st Rev.
3	Original		29	1 st Rev.
4	1 st Rev.		30	1 st Rev.
5	1 st Rev.		31	Original
6	Original		32	Original
7	Original		33	4 th Rev.
8	Original		34	2 nd Rev.
9	Original		35	1 st Rev.
10	Original		36	Original
11	Original			
12	1 st Rev.			
13	Original			
14	Original			
15	Original			
16	Original			
17	1 st Rev.			
18	Original			
19	3 rd Rev.			
20	4 th Rev.			
20.1	3 rd Rev.	*		
21	2 nd Rev.			
21.1	2 nd Rev.			
22	1 st Rev.			
23	4 th Rev.			
23.1	2 nd Rev.			
24	2 nd Rev.			
25	5 th Rev.			

* - indicates those pages included with this posting

Issued: December 1, 2009

Effective: December 1, 2009

TABLE OF CONTENTS

Section	Page
TITLE PAGE	Title
CHECK SHEET	1
TABLE OF CONTENTS	2
EXPLANATION OF SYMBOLS	3
SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS	4
SECTION 2 - RULES AND REGULATIONS	6
SECTION 3 - DESCRIPTION OF SERVICE AND RATES	15

Issued: December 1, 2009

Effective: December 1, 2009

SYMBOLS

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

- (C)** - To signify any other changes
- (D)** - To signify a rate decrease
- (I)** - To signify a rate increase

ABBREVIATIONS

- HITD
R** - Highest Interexchange Transporter Daytime Rate
- HITC** - Highest Interexchange Transporter Charge or Surcharge
- LATA** - Local Access and Transport Area

Issued: March 17, 2016

Effective: March 17, 2016

SECTION 1 - TECHNICAL 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 Calls - Calls 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.

Average Daily Population (ADP) – The sum of all inmates in a facility for each day of the preceding calendar year, divided by the number of days in the year. (N)
(N)

Collect Billing - 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.

Commission - Refers to the Pennsylvania Public Utility Commission.

Company - Used throughout this price list to refer to Global Tel*Link Corporation, unless otherwise clearly indicated by the context.

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

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

Issued: March 17, 2016

Effective: March 17, 2016

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

GTL - Used throughout this price list to refer to Global Tel* Link Corporation, the issuer of this price list.

Inmates - The jailed population of correctional institutions who are authorized by the Institution to use such service. Responsibility for payment of Inmate charges requires positive acceptance by a Customer (i.e., billed to a third party) or prepayment by the Inmate.

Institution - Used throughout this price list to refer to correctional institutions.

Institutional Telephone – A coinless telephone instrument that allows Inmates to place collect and prepaid calls at the instrument.

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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(N)

LATA - Local access and transport area. A geographic area established by the US District Court for the District of Columbia in Civil Action No. 82-0192.

Pay Telephone - A telephone instrument equipped with a credit card reader, coin box, or similar device that allows charges to be collected for each call at the instrument.

Person to Person Call - A service whereby the person originating the call specifies a particular person to be reached, or a particular station, room number, department, or office to be reached through a PBX attendant.

Premises - The physical space designated by the Customer for the termination of the Company's service.

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)
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(N)

Station to Station Call - A service whereby the Customer places a non-Person to Person call with the assistance of an operator (live or automated).

Terminal Equipment - Telecommunications devices, apparatus and associated wiring on the Premises of the Customer.

Issued: December 1, 2009

Effective: December 1, 2009

SECTION 2 - RULES AND REGULATIONS

2.1 Undertaking of the Company

Global Tel* Link Corporation's services and facilities are furnished to correctional institutions in Pennsylvania for communications originated by inmates of the institutions. GTL, through its call processing equipment, only provides automated collect, prepaid and debit inmate calling services. This price list encompasses only those services provided between locations within the Commonwealth of Pennsylvania. The Company's services and facilities are available twenty-four (24) hours per day, seven (7) days per week, subject to restrictions and limitations of service imposed by the correctional institution.

The Company installs, operates, and maintains the communications services provided here in under for Inmate in accordance with the terms and conditions set forth under this price list and through contract with the institution. The Company may act as the correctional institution's agent for ordering access connection facilities provided by other carriers or entities, when authorized by the institution, to allow connection of an institution's location to the Company's network.

2.2 Use of Service

Services are provided under this price list to correctional institutions and may be used by authorized inmates of institutions for any lawful purpose for which the service is technically suited, subject to such limitations or restrictions established by the Institution.

Issued: December 1, 2009

Effective: December 1, 2009

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

2.3 Limitations of Service

- 2.3.1** GTL provides calling services to inmates of confinement/correctional institutions.
- 2.3.2** Service is offered subject to the availability of the necessary facilities or equipment, and subject to the provisions of this price list and the contractual requirements of the correctional facility.
- 2.3.3** GTL reserves the right to suspend or limit service when necessitated by conditions beyond its control, or when the Customer is using service in violation of provisions of this price list, or in violation of the law or the policies, rules and regulations of a correctional facility.
- 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** All facilities provided under this price list are directly or indirectly controlled by Global Tel*Link Corporation and the Subscriber may not transfer or assign the use of service or facilities without the express written consent of the Company.
- 2.3.6** 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.

Issued: December 1, 2009

Effective: December 1, 2009

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 Inmate 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 price list, 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 Inmate 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, Institution, Inmate or Customer under this price list; or for any act or omission of the Institution, Customer or Inmate; 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, Inmate, or Customer.
- 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.

Issued: December 1, 2009

Effective: December 1, 2009

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

2.5 Assignment or Transfer

All facilities or services provided under this price list are directly or indirectly controlled by the Company and neither the Institution nor End User 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 price list 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 Federal Communications Commission.

2.7 Installation and Termination

Service is installed upon mutual agreement between the Correctional 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.

Issued: December 1, 2009

Effective: December 1, 2009

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 inmates, pursuant to standards established by rules set forth and maintained in accordance with Commission rules.

2.9.2 Advance Payments

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

Issued: December 1, 2009

Effective: December 1, 2009

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

2.10 Payment for Service

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

2.10.1 Disputed Charges

Charges billed directly by the Company are due upon receipt. Amounts not paid within 20 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 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.

2.10.2 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 inmates of correctional facilities in accordance with facility-authorized programs. The Company may request that the correctional 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.

2.10.3 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 Pennsylvania law.

2.10.4 Return Check Charge

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

Issued: March 17, 2016

Effective: March 17, 2016

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 long distance usage charges, including, but not limited to: Federal Excise Tax, State Sales Tax, Municipal Taxes, Gross Receipts Tax, and Telecommunications Relay Service Fund (TRS). All applicable taxes and fees are billed as separate line items and are not included in the rates quoted in this price list.

A. [Reserved For Future Use]

(D)

(D)

Issued: December 1, 2009

Effective: December 1, 2009

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 or Institution for nonpayment of undisputed charges or violation of this price list 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 Global Tel* Link Corporation.
- 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 Authorized User 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 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.

Issued: December 1, 2009

Effective: December 1, 2009

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.

2.14 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 constructed services, or other customized features.

Issued: December 1, 2009

Effective: December 1, 2009

SECTION 3 - DESCRIPTION OF SERVICE AND RATES

3.1 General

Service is offered to inmates of correctional or confinement facilities for outward-only calling. Calls may be billed to residential or business lines. Billing information will be validated.

3.2 Timing of Calls

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

3.2.2 Chargeable time for a call ends upon disconnection by either party.

3.2.3 The minimum call duration and initial period for billing purposes is one minute.

3.2.4 Unless otherwise specified in this price list, for billing purposes usage is measured and rounded to the next higher full minute.

3.2.5 No charges apply for incomplete calls or for calls to called parties who do not accept the charges for the call. GTL will terminate a call if the called party does not accept responsibility for the charges. If a Customer believes he or she has been incorrectly billed for an incomplete call, the Company will, upon notification, investigate the circumstances of the call and issue a credit when appropriate.

Issued: December 1, 2009

Effective: December 1, 2009

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

3.3 Time of Day Rate Periods

3.3.1 Determination of Rate Periods

Unless otherwise indicated, time of day rates apply according to the following schedule. Calls are billed based on the rate in effect at the time the call begins. Calls that cross rate period boundaries are billed the rate in effect at the beginning of the call for the duration of the entire call.

	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						

Issued: January 7, 2010

Effective: January 7, 2010

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

3.4 Institutional Operator Assisted Calling

Institutional operator assisted 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.

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. (C)
(C)
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.
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.

Issued: December 1, 2009

Effective: December 1, 2009

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

3.5 GTL Institutional Automated Collect Operator Service

GTL provides Institutional Automated Collect Operator Service to inmates of Confinement Facilities. Service may be limited by the administrators of the institutions as to availability, call duration or calling scope. Calls are billed to the Called Party. The Called Party must actively accept charges for the call. A per-call service charge applies to each call.

Institutional automated collect operator service allows inmates to make collect calls to terminating locations anywhere within in the state. An automated system prompts the caller and the called party through user - friendly instructions. The called party must accept responsibility for payment of the charges by dialing the designated digit for acceptance. If a call is not accepted within five (5) seconds of the automated voice recording prompt, the automated recording is replayed a second time. If an acceptance digit is not received five (5) seconds after the second recording is completed, the call is terminated by GTL' system.

Use of the automated collect calling service is subject to the rules and regulations of the Commission and the correctional facility's administrative restrictions.

3.3.1 Classes of Calls

Automated Collect Station Calls: are calls which are placed by an Inmate who dials all of the digits required to route the call and who follows the GTL system prompts, enabling the Called Party to accept the charges for the call. If the Called Party does not accept the call, the call is terminated and no billing applies

Issued: July 22, 2016

Effective: July 22, 2016

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

3.5 GTL Institutional Automated Collect Operator Service, (Cont'd.)

3.5.1 Institutional Collect-Only Rates and Charges

A. Option 1

- | | | | |
|---------------------|----------|--|-----|
| 1. Local | | | |
| Per Minute Rate: | \$0.1725 | | (C) |
| 2. IntraLATA | | | |
| Per Minute Rate: | \$0.25 | | (I) |
| 3. InterLATA | | | |
| Per Minute Rate: | \$0.25 | | (D) |

B. Option 2

- | | | | |
|---------------------|--------|--|-----------------|
| 1. Local | | | |
| Per Minute Rate: | \$0.19 | | (C)

(C) |
| 2. IntraLATA | | | |
| Per Minute Rate: | \$0.24 | | (I) |
| 3. InterLATA | | | |
| Per Minute Rate: | \$0.24 | | (D) |

Issued: March 1, 2018

Effective: March 1, 2018

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

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

3.5.1 Institutional Collect-Only Rates (Cont'd.)

F. Option 6

1. Local/ IntraLATA/ InterLATA
Per Minute Rate: \$0.172

G. Option 7

1. Local/ IntraLATA/ InterLATA
Per Minute Rate: \$0.16

H. Option 8

1. Local/ IntraLATA/ InterLATA
Per Minute Rate: \$0.15

I. Option 9

1. Local/ IntraLATA/ InterLATA
Per Minute Rate: \$0.14

(C)
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(C)

Issued: June 20, 2016

Effective: June 20, 2016

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

3.6 Institutional Telephone Debit Accounts

3.6.1 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.

3.6.2 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.

3.6.3 Rates and Charges

A. 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.

B. Option 2 - Rates and charges for Prepaid Debit Accounts are provided at a discount, per request of correctional facility.

C. Option 3

1. Rate per Minute: \$0.10

(C)

D. Option 4

1. Rate per Minute: \$0.10

2.

(C)

Issued: March 17, 2016

Effective: March 17, 2016

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

3.7 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, 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 price list are also applicable for any calls made using an Advance Pay Account.

Issued: July 22, 2016

Effective: July 22, 2016

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

3.7 Advance Pay Accounts, (Cont'd.)

3.7.1 Rates and Charges

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

C. Option 3

1. Local/ IntraLATA/ InterLATA

Per Minute Rate: \$0.10

D. Option 4

1. Local

Per Minute Rate: \$0.19

(I)

2. IntraLATA

Per Minute Rate: \$0.21

(I)

3. InterLATA

Per Minute Rate: \$0.21

(D)

(C)

(C)

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Pennsylvania Price List No.1
2nd Revised Page 24
Cancels 1st Revised Page 24

Issued: June 20, 2016

Effective: June 20, 2016

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

3.8 [Reserved For Future Use]

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GLOBAL TEL*LINK CORPORATION
Issued By: Mr. Jeffrey Haidinger, President
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Pennsylvania Price List No.1
5th Revised Page 25
Cancels 4th Revised Page 25

Issued: June 20, 2016

Effective: June 20, 2016

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

3.8 [Reserved For Future Use]

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Issued: July 17, 2012

Effective: July 17, 2012

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

3.9 Confinement Services – State Department of Corrections

3.9.1 Maximum Security Collect Service

Maximum Security Collect Service is Operator Station Collect calls placed from certain authorized institutional telephones presubscribed to the Company and completed to Customers who have previously agreed to accept these calls. Service under the Maximum Security Collect Service is offered pursuant to contracts with authorized confinement institutions.

If a Customers telecommunications payment history is not acceptable to the Company or if a Customers telecommunications payment history is unknown or indeterminable, Customer may be required, at any time, to provide (i) pre-invoice payment based on usage incurred; (ii) a valid major credit card account number from an issuer acceptable to the Company and authorization for the Company to charge usage to your credit card account; or (iii) agreement that Customer usage of the Company network and services will be subject to usage limits to be determined by the Company. Prior to Customer compliance with this request, the Company reserves the right to cease accepting and processing service. The Company may request subsequent additional Customer pre-invoice payments for usage and may increase or decrease Customer toll usage limits as the Company deems appropriate. The Company may refuse to furnish services if any charges are owed by Customer to the Company or any Company affiliate, or charges are past due for service(s) received by Customer.

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1st Revised Page 27
Cancels Original Page 27

Issued: July 17, 2012

Effective: July 17, 2012

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

3.9 Confinement Services – State Department of Corrections, (Cont'd.)

3.9.1 Maximum Security Collect Service, (cont'd.)

A. [Reserved for Future Use]

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1st Revised Page 28
Cancels Original Page 28

Issued: July 17, 2012

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3.9.1 Maximum Security Collect Service, (Cont'd.)

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1st Revised Page 29
Cancels Original Page 29

Issued: July 17, 2012

Effective: July 17, 2012

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A. [Reserved for Future Use]

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Issued: July 17, 2012

Effective: July 17, 2012

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3.9 Confinement Services – State Department of Corrections, (Cont'd.)

3.9.1 Maximum Security Collect Service, (Cont'd.)

A. [Reserved for Future Use]

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Issued: December 1, 2009

Effective: December 1, 2009

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

3.9 Confinement Services – State Department of Corrections, (Cont'd.)

3.9.1 Maximum Security Collect Service, (Cont'd.)

B. High Risk Customer

Maximum Security Collect Service Customers who meet one or more of the following criteria are not eligible for billing through their local exchange carrier or through the Direct billed program.

1. Identification of High Risk Customer

- (a) A Customer who has a Line Information Database (LIDB) block that has been imposed by their Local Exchange provider and the Customer is not able to resolve this LIDB block by having it removed in order to receive collect calls.
- (b) A Customer who has a block on their line by the Company because Customer is past due on a bill for any of the Company's products/services.
- (c) A Customer who was already on a Direct Billed account for receiving Maximum Security calls, but failed to pay these bills on-time and who was sent to collections.

Available only to customers in equal access exchange areas.

Issued: December 1, 2009

Effective: December 1, 2009

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

3.9 Confinement Services – State Department of Corrections, (Cont'd.)

3.9.1 Maximum Security Collect Service, (Cont'd.)

D. Maximum Security Restrictions on the Use of Service [applies to either billing method)

The Company may, without notice to Customer (consistent with governing laws or regulations), block traffic to or from specific countries, country codes, cities, city codes, local telephone exchanges (NXX exchanges), individual telephone stations, groups, or ranges of individual telephone stations, or whenever the Company deems it necessary to take such action to prevent (1) the unlawful use of service; (2) nonpayment for service; or (3) the use of service in violation of this Agreement.

The Company may discontinue the furnishing of any and/all service(s) to a Customer, without incurring any liability, immediately and without notice, if the Company, in its sole discretion, determines that such action is necessary to prevent or to protect against fraud or to otherwise protect its personnel, agents, facilities or services. The Company may discontinue service pursuant to this subsection if:

1. The Customer refuses to furnish information to the Company regarding the customer's payment history, its past or current use of services, or its planned use of service(s);
2. The Customer provides false information to the Company regarding the Customer's identity or address;
3. The Customer did not validate the Customer's identity or address as requested by the Company;
4. The Customer did not update Customer's address or identity on a change that the Customer incurred; or
5. The Customer states that Customer will not comply with a request of the Company for payment of any past due payments or prepayments.

Available only to customers in equal access exchange areas.

Issued: June 20, 2016

Effective: June 20, 2016

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

3.9 Confinement Services – State Department of Corrections, (Cont'd.)

3.9.1 Maximum Security Collect Service, (Cont'd.)

E. Debit Rates – Option 1

1. Local: Per Minute Rate	\$0.00	(C)
2. InterLATA: Per Minute Rate	\$0.19	(C)
3. IntraLATA: Per Minute Rate	\$0.13	(C)

Issued: June 20, 2016

Effective: June 20, 2016

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

3.9 Confinement Services – State Department of Corrections, (Cont'd.)

3.9.1 Maximum Security Collect Service, (Cont'd.)

F. Collect Rates – Option 1

- | | | | |
|---------------------|--------|--|-----|
| 1. Local | | | |
| Per Minute Rate: | \$0.00 | | (C) |
| 2. IntraLATA | | | |
| Per Minute Rate: | \$0.15 | | (C) |
| 3. InterLATA | | | |
| Per Minute Rate: | \$0.26 | | (C) |

G. Advanced Pay – Option 1

- | | | | |
|---------------------|--------|--|-----|
| 1. Local | | | |
| Per Minute Rate: | \$0.00 | | (C) |
| 2. IntraLATA | | | |
| Per Minute Rate: | \$0.14 | | (C) |
| 3. InterLATA | | | |
| Per Minute Rate: | \$0.20 | | (C) |

H. Collect, Debit, and Advance Pay – Option 2

- | | | | |
|--|---------|--|--|
| 1. Local, IntraLATA and InterLATA | | | |
| Per Minute Rate: | \$0.059 | | |

