

Securus Technologies, LLC
PSC No: 1 Communications
Effective Date: 04/10/2020

Section: 5 Leaf: 1
Revision: 0
Superseding Revision:

5.0 PAYMENTS AND CHARGES

5.1 Billing Arrangements

5.1.1 Charges for services hereunder may be:

5.1.1.A billed directly by the Company

5.1.1.B paid in advance by the Inmate or End User

5.1.2 Charges billed directly by the Company are due by the specified due date. Direct Bill accounts that become past due (as specified on the invoices) will be converted to a pre-paid account. If an End User presents an undue risk of nonpayment at any time, the Company may require that End User pay its bills within a specified number of days and make such payments in cash or the equivalent of cash.

5.1.3 End Users with questions about invoices may contact the Company directly at 4000 International Parkway, Carrollton, Texas 75007.

5.1.4 The Company accepts payments by personal check, cashier's check, money order, online banking, debit card or credit card. Cash payments are accepted via Western Union and MoneyGram. Debit/Credit Card payments may be remitted over the phone or via the Company website www.securustech.net. A payment fee will apply to Debit/Credit Card payments. This fee does not apply to payments mailed to the company or submitted via a customer's online banking service.

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

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

5.1.5 Paper Bill Statement/Fee

Fees associated with providing customers of Inmate Calling Services an optional paper billing statement.

Paper Bill/Statement Fee - \$2.00

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5.2 Validation of Credit

The Company reserves the right to validate the creditworthiness of End Users through available verification procedures and to establish a maximum predetermined credit amount. Where a requested billing method cannot be validated, the Company may refuse to provide service. Services offered pursuant to this tariff are provided to Inmate Users and Authorized Users of Confinement Facilities, in accordance with institutionally authorized programs. The Company may request that facilities adopt, as part of the institutionally authorized program, terms that enable the Company to collect the charges for all Inmate User or Authorized User calls, including without limitation, the blocking of calls to certain telephone numbers when the amount charged to such telephone number (a) exceeds a predetermined amount or (b) becomes past due.

5.3 Contested Charges

For consideration of any disputed charge, an End User must submit in writing to the Company all call details and basis for any requested adjustment. The Company will promptly investigate and advise the End User as to its findings and disposition.

5.4 Returned Check Charge

A charge of \$20.00, or applicable state returned check charge, whichever is more, may be applied if a check or draft presented for payment of service is not accepted by the institution on which it is written.

5.5 Deposits

The Company does not accept deposits.

5.6 Taxes

Securus' practices in connection with collecting taxes and fees from Consumers for (or in connection with) intrastate ICS complies with Federal Communication Commission Rule 47 CFR § 64.6070. Securus charges and collects any applicable Mandatory Tax or Fee or Authorized Fee on a per-call basis (including (as applicable) Federal Cost Recovery Charge, State sales tax, municipal taxes, gross receipts tax, and similar taxes and fees). Generally, any applicable Mandatory Tax or Fee or Authorized Fee is in addition to the rates and charges stated in this tariff, and each Mandatory Tax or Fee or Authorized Fee will be itemized separately on Consumer bills.

5.7 New York State Universal Service Fund

On August 17, 2012 the NYPSC issued its order in Case 09-M-0527 allowing New York State Universal Service Fund assessments to be flowed through to the End User. The New York State Universal Service Fund Surcharge is charged monthly per account to all end user customers in addition to other monthly rates and charges set forth in the Company's New York Tariff No. 1. If the Company has collected its annually assessed amount prior to the end of the calendar year, as determined by the Fund Administrator, it will suspend collection of these surcharges for the remainder of that year, subject to any subsequent adjustment necessitated by NYPSC Order. The New York State Universal Service Fund Surcharge rate will be applied to End Users monthly bills and will appear as a separate line item described as "NY USF Surcharge".

Monthly Rate per Account

0.0873%

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5.8 Federal Cost Recovery Charge

This is a charge used to recover the cost of fees and surcharges that Securus is permitted to pass through, without any markup, to Consumers, including those funding the Telecommunications Relay Service program.

Local and Intrastate – 1.62%

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5.9 Ancillary Service Charges

Pursuant to the Federal Communication Commission's Report and Order on Remand and Fourth Further Notice of Proposed Rulemaking, FCC 20-111, released August 7, 2020 and effective November 23, 2020, ancillary service charges are considered jurisdictionally mixed (i.e., they cannot be segregated between interstate and intrastate calls) and, therefore, subject to FCC jurisdiction. For purposes of ancillary service charges, the jurisdictional nature of an intrastate call depends exclusively on determining the physical location of the endpoints of the call being within the State of New York. As a result, all ancillary service charges are subject to the FCC's jurisdiction and rules regarding ICS. Securus' practices in connection with charging ancillary service charges in connection with Inmate Calling Services complies with Federal Communication Commission Rule 47 CFR § 64.6020. If Securus segregates intrastate ICS from interstate ICS based on the physical location of the endpoints of an ICS call, then the ancillary service charges set forth in this tariff will apply to intrastate ICS calls in New York.