

Securus Technologies, LLC
PSC No: 1 Communications
Effective Date: 03/29/2021

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9.0 PREPAID SERVICE

9.1 Prepaid Service Available to Inmates

Prepaid Service allows Inmates to either purchase a Prepaid Card or set up a Prepaid Debit Account for calls made by the Inmate User or Authorized User, which may be offered at the discretion of Confinement Facilities. Prepaid Service provides an alternative method to make calls and is designed for those who prefer to prepay for their calls. Calls are made by dialing a special access dialing sequence that connects directly to the Company's network at the Confinement Facility. A valid Authorization Code must be entered to access the account.

The Company's system automatically informs the Inmate User or Authorized User of the Prepaid Balance remaining on the Prepaid Card or in the Prepaid Debit Account and provides prompts to place the call by entering the destination telephone number with area code. Network usage is deducted from the Prepaid Balance on a real time basis as the call progresses. When the Prepaid Balance is one minute prior to depletion, the Inmate User or Authorized User will be interrupted with such an announcement. (D)

Prepaid Service is available 24 hours a day, seven days per week to all terminating locations serviced. Access to telephone service by an Inmate User may be subject to time of day and usage restrictions imposed by individual Confinement Facilities. No minimum service period applies. For debiting purposes, call timing is rounded up to the nearest one (1) minute increment. Usage charges are computed and rounded up to the nearest penny on a per call basis. Prepaid Balances are not charged for incomplete calls.

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9.1.1 Prepaid Card

The Confinement Facilities that offer the option of Prepaid Cards may purchase Prepaid Cards directly from the Company. Inmates then purchase the cards from authorized personnel at the Confinement Facilities. The Company does not engage in direct monetary transactions with the Inmate. The Inmate may purchase a Prepaid Card in denominations determined by the Confinement Facility. The Company assigns an Authorization Code to the Prepaid Card and provides instructions for accessing and using the service. Prepaid Cards are offered only to Inmates at Confinement Facilities and not to the general public. Prepaid Cards are valid from one year of the date of issuance. Unused Prepaid Balances may be used by the Inmate User or Authorized User following release from the Confinement Facility only through the Company's network by dialing a special toll-free access number.

Prepaid Card Service is not distance or time of day sensitive. Holiday discounts do not apply. Unused Prepaid Balances are not refundable, nor may Prepaid Cards be replenished upon the depletion of the Prepaid Balance. Inmates may purchase additional cards, as permitted by their Confinement Facility.

9.1.2 Prepaid Debit Account

For a Prepaid Debit Account, the Inmate may set up the account through the facility administrators with an initial payment typically through the Inmate's commissary account. The Inmate is assigned an Authorization Code and provided instructions for accessing and using the service. Upon the depletion of the Prepaid Balance, the Prepaid Debit Account may be replenished by depositing funds into the account via the facility administrator. Prepaid Debit Accounts are considered dormant if there is no activity for 180 days. Inactive accounts will be removed from the database. Following their release from the Confinement Facility, the Inmate may request a refund from the facility administrator.

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9.1.3 Securus Debit

Securus Debit is a prepaid telephone account offering made available to Inmates by the Company when permitted by the Confinement Facility. Securus Debit provides an alternative method for Inmates to prepay for and make calls. A Securus Debit account associated with the Inmate’s Personal Identification Number (PIN) is automatically established by the Company. Inmates fund and replenish their Securus Debit account through electing to transfer funds from either their facility’s inmate trust fund or commissary account to their Securus Debit account. Securus Debit accounts may also be funded by inmate friends and family members via the Company’s points-of-sale. Funds placed in this account become the property of the inmate.

Securus Debit calls are processed by dialing a special access dialing sequence that connects directly to the Company’s network at the Confinement Facility. Inmates must enter a valid Authorization Code to access their Securus Debit account. The Company’s system automatically informs the Inmate of the prepaid balance remaining on the Securus Debit account prior to each call, provides prompts to place the call by entering the destination telephone number, and informs the Inmate of the rates for the call being attempted. Call charges are deducted from the prepaid account balance on a real-time basis as the call progresses. During a Securus Debit call, when the prepaid account balance is one minute prior to depletion, the Inmate will be interrupted with such an announcement.

Securus Debit services are available twenty-four (24) hours a day, seven (7) days per week to all terminating locations serviced. Access to such telephone services by an Inmate may be subject to time-of-day and usage restrictions imposed by individual Confinement Facilities. No minimum service period applies. For debiting purposes, call timing is rounded up to the nearest one (1) minute increment. Usage charges are computed and rounded up to the nearest one (1) cent on a per call basis. Prepaid balances are not charged for incomplete calls.

Refunds of unused Securus Debit account balances are issued by the entity controlling the actual cash deposits, which is either the Company, the commissary, the Confinement Facility or its agent, depending on the specific arrangements, unless otherwise directed by state law. Depending on the entity issuing the refund, refund fees and/or minimum refund amounts may apply. The prepaid balance expires ninety (90) days from the date of the last call placed on the Securus Debit account unless alternative arrangements are expressly requested by the Confinement Facility. No refunds of unused balances will be issued after the expiration date.

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9.2 AdvanceConnect Accounts

End Users who prefer to pay in advance for Collect Calls that originate from Confinement Facilities may set up an AdvanceConnect Account with the Company with an initial payment. The Account is set up with the initial payment and may be replenished by the End User. (D)

When the balance in an AdvanceConnect Account reaches ten dollars (\$10) or below, the End User will receive an automated courtesy call from the Company notifying the End User with such an announcement. If the End User's balance reaches zero prior to replenishment of the Account, the End User will be blocked from receiving further calls from any Confinement Facility served by the Company until the balance is replenished or an alternative billing arrangement is made.

The End User may request a refund of the available balance in the AdvanceConnect Account either by written request to the Company or by contacting the Company at its toll-free telephone number once the End User verifies certain account information. Any such unused balances will expire in one hundred eighty (180) days following the last call made, unless the balance is either fully depleted or a refund has been requested. No refunds of unused balances will be issued after the expiration date.

AdvanceConnect Account service is available twenty-four (24) hours a day, seven (7) days a week to all terminating locations served. Access to such services by the Inmate User may be subject to time-of-day and usage restrictions imposed by individual Confinement Facilities. No minimum service period applies. For debiting purposes, call timing is rounded up to the nearest one (1) minute increment. Usage charges are computed and rounded up to the nearest one (1) cent on a per call basis. Balances are not charged for incomplete calls.