

Global Tel*Link Corporation d/b/a ViaPath Technologies
PSC No. 1 - Telephone
Effective Date: 05/15/2022

Leaf: 42
Revision: 0
Superseding Revision:

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

3.8 Institutional Prepaid Operator Assisted Calling

3.8.1 Prepaid Debit/Inmate Net Accounts

With a Prepaid Debit Account, each inmate has the option to transfer funds from his/her personal account to his/her telephone account. This is accomplished by facility personnel or through a direct interface between the commissary system and/or booking account and the inmate phone system. This account is associated with the inmate's Personal Identification Number (PIN.) When the inmate places a call, he/she has the option of calling collect or prepaid/debit. Once debit is selected, the inmate enters the PIN and called telephone number. All deposits to the account are paid to and handled by the entity managing the account, e.g., JMS, facility, commissary, etc. The Company receives payment from the Institution; it does not engage in direct monetary transactions with the inmate.

By purchasing an Inmate Net calling card, an inmate may place a call from any inmate telephone, regardless of whether the facility requires a PIN. Each Inmate Net calling card is imprinted with a unique card number, monetary value, expiration date, and a short security code printed on a detachable tab. When the inmate places a call, he/she enters the called telephone number, the PIN (if applicable), and card number and security code. Inmate Net calling cards are distributed exclusively by GTL for purchase by facilities, which sells them to inmates.

The Company's system automatically informs the caller of the Available Usage Balance remaining in the Prepaid Debit/Inmate Net Account, and provides prompts to place the call by entering the destination telephone number. Network usage is deducted from the Available Usage Balance in the account on a real time basis as the call progresses.

Any unused funds in a Prepaid Debit Account are refundable upon request at any time. 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.