

Combined Public Communications, LLC
P.S.C. NO. 1 TELEPHONE
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SECTION 3 - DESCRIPTION OF SERVICES AND RATES, (CONT'D.)

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

3.3.1, (Cont'd.)

- H. At the request of the Institution, equipment may be provided which permits monitoring of Inmate calls by legally authorized government officials.

3.4 Prepaid Institutional Service

3.4.1 Description of Service

Prepaid Institutional Service provides alternative methods for inmates in Confinement Institutions and their families to communicate with each other. Prepaid Institutional Service calls are originated by inmates in confinement institutions. Calls are made by dialing a toll-free access number or other access dialing sequence. Depending on the facility, a Personal Account Code may also need to be entered.

Two account options are available. The first option, the Commissary Card Account, allows the inmate (via the Institution personnel) to set up his/her own prepaid account at the Confinement Institution; the second option, the Customer Account, allows the called party who receives collect calls from inmates (Customer) to set up his/her own prepaid account.

A. Option A: Commissary Card Account

With a Commissary Card Account, a prepaid account is set up by the Company with the Institution's commissary. The inmate may purchase a card in any denomination. The Company assigns an authorization code to the inmate and provides instructions for accessing and using the service. All deposits to the account are paid to and handled by the Institution. The Company receives payment from the Institution; it does not engage in direct monetary transactions with the inmate.

Applicable rates for service are printed on the card. The inmate may make calls up to the total amount purchased on the card. Network usage is deducted from the Available Usage Balance on the card on a real time basis as the call progresses. The Company's system automatically informs the caller when there is a five- minute Available Usage Balance remaining on the card.

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