

Global Tel*Link Corporation
PSC No. 3 - Telephone
Effective Date: 07/16/2020

Leaf: 21
Revision: 0
Superseding Revision:

SECTION 2 - RULES AND REGULATIONS, CONT'D.

2.15 Special Pricing Arrangements/Individual Case Basis Arrangements

Service may be offered on a contractual basis to meet the specialized requirements of Correctional Institutions. In lieu of the rates otherwise set forth in this tariff, rates and charges for services may be established at negotiated rates on an Individual Case Basis (ICB). Customized service packages at negotiated rates may be furnished on a case-by-case basis in response to requests by Customers of GTL for proposals or for competitive bids. A summary of each customized service arrangement offered pursuant to this paragraph will be filed as an addendum to the tariff within 30 days after the contract is signed by both GTL and the Customer. The following information will be included in the summary (as applicable):

- 1) Service description, including capacity and quantity of services
- 2) Term of agreement
- 3) Rates and charges

2.16 Exemptions

The Company does not offer to process local emergency calls, "911" or "0-" calls from customer-owned-currency-operated telephones or credit card-activated telephones located in New York State. In the event that an emergency call is processed for any reason, no charges will apply if placed to recognizable, authorized civil authorities.