

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

Leaf: 38
Revision: 0
Superseding Revision:

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

3.6 AdvancePay® Accounts

In those areas where the Company does not have a direct billing agreement with the existing local exchange carrier, or upon a Customer's request, the Company will set up an AdvancePay® Account with the Called Party (Customer) for payment of collect calls placed from Institutions served by Global Tel*Link. Funds in the Customer's AdvancePay account may only be used for payment of collect calls placed by inmates to telephone numbers specified by the Customer. Establishment and maintenance of an AdvancePay Account is required to complete collect calls to Customers served by local exchange carriers with which the Company does not have an existing direct billing and collection agreement.

Upon request, the Company will provide the Customer with a personal identification number (PIN) and a toll-free number to call in order to set up the account information, including the permissible numbers that the inmate may call.

Additional payments will be accepted with a \$50.00 payment maximum. Initial and additional payments into the account may be made by cash, check, credit card or Western Union. Transaction fees will apply to the use of all automated payment methods unless specifically excluded. All payments will be subject to applicable taxes.

When an inmate places a call, the Customer is informed of both the caller's identity and the account balance prior to accepting the call. Customers may also contact the Company's toll-free customer service number for account balance information at any time.

If the AdvancePay Account balance becomes depleted, calls placed to the numbers specified by the Customer will be blocked until the AdvancePay Account is replenished.

The Customer may close the AdvancePay Account at any time, but accounts are automatically closed following three months of zero activity (i.e., no calls placed, no account replenishment, no customer service inquiries). The Customer may seek a refund of unused AdvancePay balances upon written request at any time, even if the account has been closed. Any remaining balance in the Account will be refunded to the Customer after deducting any call charges, applicable taxes, and transaction fees incurred during the current billing cycle.

All security measures and inmate calling restrictions as set forth elsewhere in this tariff are also applicable for any calls made using an AdvancePay Account.