

Securus Technologies, LLC
PSC No: 1 Communications
Effective Date: 04/10/2020

Section: 0 Leaf: 1
Revision: 0
Superseding Revision:

TITLE PAGE

Securus Technologies, LLC
4000 International Parkway
Carrollton, Texas 75007

This tariff supersedes and replaces, in its entirety, the PSC No. 1 tariff originally filed by Securus Technologies, Inc.

This tariff applies to intrastate telecommunications services furnished by Securus Technologies, LLC between one or more points in the State of New York. This tariff is on file with the Public Service Commission of New York ("Commission"), and copies may be inspected, during normal business hours, at the Company's principal place of business at 4000 International Parkway, Carrollton, Texas 75007.

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COMPLAINT CONTACTS

Contacting the Company with a Complaint

In the case of a dispute between the Customer and the Company, please contact the Company by phone, online, or mail.

- Online: The following link will send an email to Customer Service
<http://securus.custhelp.com/app/ask/>

- By Phone:

Customer Service
1-800-844-6591

- By Mail:

Securus Technologies, LLC
Attn: Inquiry Department
Post Office Box 1109
Addison, Texas 75001

Contacting the New York State Department of Public Service with a Complaint

In the case of a dispute between the Customer and the Company which cannot be resolved with mutual satisfaction, the Customer may file a complaint by contacting the New York DPS by phone, online or by mail.

- Online: <http://www.dps.ny.gov/complaints> or,

- By Phone:

Helpline (for complaints/inquiries):
1-800-342-3377 for Continental United States (M-F 8:30 am – 4:00pm); or
1-800-662-1220 for Hearing/Speech Impaired: TDD or,
518-472-8502 for fax

- By Mail:

NYS Department of Public Service
Office of Consumer Services, 4th Floor
3 Empire State Plaza
Albany, NY 12223-1350

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TARIFF FORMAT

Sheet Numbering: Sheet numbers appear in the upper right corner of the sheet. Sheets are numbered sequentially. However, new sheets are occasionally added to the tariff. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between sheets 11 and 12 would be Sheet 11.1.

Revision Numbers: Revision numbers also appear in the upper right corner of each sheet where applicable. These numbers are used to indicate the most current sheet version on file with the Commission. For example, 4th Revised Sheet 13 cancels 3rd Revised Sheet 13. Consult the Check Sheet for the sheets currently in effect.

Paragraph Numbering Sequence: There are nine levels of paragraphing coding. Each level of coding is subservient to its next higher level:

2
2.1
2.1.1
2.1.1.A
2.1.1.A.1
2.1.1.A.1.(a).I
2.1.1.A.1.(a).I.(i)
2.1.1.A.1.(a).I.(i).1

Check Sheets: When a tariff filing is made with the Commission an updated Check Sheet is included. The Check Sheet lists the sheets contained in the tariff, with a cross reference to the current Revision Number. When new sheets are added, the Check Sheet is changed to reflect the addition. All revised sheets in a given filing are designated by an asterisk (*) on the Check Sheet. The tariff user should refer to the latest Check Sheet to find out if a sheet is the most current on file with the Commission.

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EXPLANATION OF SYMBOLS – CODING OF TARIFF REVISIONS

When changes are made in any tariff sheet, a revised sheet will be issued canceling the tariff sheet affected. Charges will be identified on the revised sheet(s) using the following symbols:

C	-	Change in Regulation, but No Change in Rate or Charge
D	-	Delete or Discontinue
I	-	Changed Resulting in an Increase in Rate or Charge
M	-	Moved from Another Tariff Location without Change
N	-	New
R	-	Change Resulting in a Reduction in Rate or Charge
T	-	Change in Text, but No Change in Rate or Regulation