

**CENTURYLINK PUBLIC COMMUNICATIONS, INC.**  
**d/b/a CenturyLink**  
**New York P.S.C. No. 1**  
**Effective Date: January 30, 2015**

**Section 3**  
**Leaf No.: 1**  
**Revision: 0**  
**Superseding Revision:**

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## **INSTITUTIONAL TELECOMMUNICATIONS TARIFF**

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### **DESCRIPTION OF SERVICE**

#### **3.1 General**

The Company provides secure Inmate services for communications originating and terminating within the State of New York. The Company's services are available twenty-four hours per day, seven days a week. Unless otherwise specified in this tariff, intrastate service is offered in conjunction with interstate service.

End Users are charged individually for each call placed through the Company's network. Charges may vary by service offering, class of call, and/or call duration.

Service may be limited by the administrators of the Facilities as to availability, call duration or calling scope. A per-call service charge and usage charges apply to each call. The Company's Inmate Communications Services allow Inmates to make calls to terminating locations anywhere within the state. An automated system prompts the caller and the called party through intuitive instructions. Access to live operators or attendants is not available to Inmates.

The Called Party must positively accept the call by dialing the designated digit for acceptance. If a call is not accepted within five (5) seconds of the automated voice recording prompt, the automated recording is replayed a second time. If an acceptance digit is not received five (5) seconds after the second recording is completed, the call is terminated by the Company-provided ITS.

Use of the Company's Inmate Communications Services is subject to the rules and regulations of the Commission and the Facility's administrative restrictions.

#### **3.2 Timing of Calls**

- 3.2.1 Local and long distance usage charges are based on the actual usage of ICS's network. Timing of a call begins when the called party accepts the charges for the call. Positive response for acceptance of a call is required. A call will be terminated within five (5) seconds from the last message given if no positive response is received.
- 3.2.2 Chargeable time for a call ends upon disconnection by either party or by the Company, as applicable.
- 3.2.3 The minimum call duration and initial period for billing purposes is one (1) minute.

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**INSTITUTIONAL TELECOMMUNICATIONS TARIFF**

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**DESCRIPTION OF SERVICE**

**3.2 Timing of Calls (Continued)**

- 3.2.4 Unless otherwise specified in this tariff, for billing purposes usage is measured and rounded to the next higher full minute.
- 3.2.5 No charges apply for incomplete calls or for calls to called parties who do not accept the charges for the call.
- 3.2.6 The Company will terminate a call without notice if the Called Party does not accept responsibility for the charges, if either party misuses the service or if the call times out based on parameters established by the Facility.

**3.3 Collect / Post-paid Services**

Collect Services are the traditional method of billing for Inmate Communications Services, either through billing by the LEC or through a separate bill remitted directly to the Called Party paying for the call.

**3.4 Prepaid Services**

Prepaid Inmate Communications Services provide alternative payment arrangements for Inmates in confinement institutions. This service is designed to offer a calling alternative for the following circumstances:

- Called parties who utilize the services of LECs that do not offer third party billing of collect calls
- Called parties whose credit history is inadequate to receive collect calls
- Called parties whose usage exceeds credit limits established for the institution.
- Inmates who wish to utilize their commissary funds for call placement; and
- Called parties who wish to budget their monthly expense for collect calls.

**CENTURYLINK PUBLIC COMMUNICATIONS, INC.**  
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**INSTITUTIONAL TELECOMMUNICATIONS TARIFF**

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**DESCRIPTION OF SERVICE**

**3.4 Prepaid Services (Continued)**

Two options are available with Prepaid Institutional Calling Services. The first option, Debit, allows the Inmate (via the Facility personnel) to set up his/her own account/card at the Facility; the second option, Prepaid Collect, allows the Called Party who receives collect calls from Inmates to set up his/her own prepaid account.

Prepaid Institutional Calling Services are available 24 hours a day, seven days per week. Access to telephone service by an Inmate may be subject to time of day and usage restrictions imposed by individual Facilities

**3.1.1 Option A: Debit service**

With a Debit Card or Debit Account (collectively referred to as "Debit"), the Inmate has the option to transfer funds from his/her commissary account to purchase a debit card or have calls paid for directly out of the Inmate's commissary or trust account. This is accomplished by facility personnel or through a direct interface between the commissary/trust system and the ITS. 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 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 Facility. The Company receives payment from the Facility; it does not engage in direct monetary transactions with the Inmate. Debit cards or Debit accounts may be funded in any amount subject to the requirements or restrictions of the Facility.

The Company's ITS automatically informs the caller of the available usage balance remaining in the Prepaid 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.

Available balances in the Debit Card or Debit Account are refundable, either through an interface to the Facility's inmate banking system, which includes an automated balance transfer upon release, or by request of the Inmate (typically after release).

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**INSTITUTIONAL TELECOMMUNICATIONS TARIFF**

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**DESCRIPTION OF SERVICE**

**3.4 Prepaid Services (Continued)**

**3.4.1 Option A: Debit service (Continued)**

Network usage for a Debit call is deducted from the available usage balance in full minute increments. For debiting purposes, call timing is rounded up to the nearest one (1) minute increment. Usage charges are computed and rounded up to the nearest penny on a per call basis.

**3.4.2 Option B: Prepaid Collect service**

Prepaid Collect service is available for Called Parties who choose to pay for services through a prepaid arrangement. A Prepaid Collect account is set up by the Company for the Called Party. If the payment into the account is provided via the Called Party's credit card, credit verification procedures are carried out under the terms specified in Section 2 of this tariff. The Company does not engage in direct monetary transactions with the Inmate.

The Company's ITS automatically informs the account holder of the available usage balance remaining in the Prepaid Collect account prior to acceptance of the call. Network usage is deducted from the balance in the account on a real time basis as the call progresses. The account holder will also receive a reminder message when the account balance has one minute of usage remaining. All calls must be charged against an Account that has sufficient available balance. Calls in progress will be terminated by the Company if the balance on the Account is insufficient to continue the call.

Payments for Prepaid Collect accounts and any available usage balance are refundable upon request, typically after release of the inmate from the Facility.

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Initial or additional deposits to Prepaid Collect accounts may be made through selected retail outlets with which the Company may contract to receive End User payments, or through Western Union, commercial credit card, debit card or e-checks. There is no minimum funding amount. Network usage for Prepaid Institutional Calls is deducted from the available usage balance in full minute increments. For debiting purposes, call timing is rounded up to the nearest one (1) minute increment. Usage charges are computed and rounded up to the nearest penny on a per call basis.

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