

*This tariff, Arizona Tariff No. 2 filed by Global Tel\*Link Corporation cancels and replaces, in its entirety, the current tariff on file with the Commission, Arizona Tariff No. 1, issued by Global Tel\*Link Corporation.*

**ORIGINAL**

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CUSTOMER OWNED PAY TELEPHONE (COPT)

TELECOMMUNICATIONS TARIFF

OF

**GLOBAL TEL\*LINK CORPORATION**

Toll Free Customer Service Number: 1-800-489-4500

This tariff contains the descriptions, regulations, and rates applicable to the provision of interexchange telecommunications, by Global Tel\*Link Corporation ("GTL") within the State of Arizona. This tariff is on file with the Arizona Corporation Commission. Copies may be inspected during normal business hours at the Company's principal place of business.

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APPROVED FOR FILING

Issued: March 30, 2005

Effective: April 29, 2005

By:

Craig Ferguson, President  
2609 Cameron Street  
Mobile, Alabama 36607

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**CHECK SHEET**

Pages of this tariff, as indicated below, are effective as of the date shown at the bottom of the respective pages. Original and revised pages, as named below, comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this page.

<b>PAGE</b>	<b>REVISION</b>		<b>PAGE</b>	<b>REVISION</b>	
Title	Original		26	Original	
1	8 <sup>th</sup> Rev.	*	27	Original	
2	Original		28	1 <sup>st</sup> Rev.	
3	Original		29	3 <sup>rd</sup> Rev.	*
4	Original		30	1 <sup>st</sup> Rev.	
5	Original		30.1	Original	
6	1 <sup>st</sup> Rev.	*	30.2	Original	*
7	1 <sup>st</sup> Rev.	*	30.3	Original	*
7.1	Original	*	31	7 <sup>th</sup> Rev.	*
8	Original		31.1	1 <sup>st</sup> Rev.	
9	Original		32	1 <sup>st</sup> Rev.	
10	Original		32.1	1 <sup>st</sup> Rev.	
11	Original		33	1 <sup>st</sup> Rev.	*
12	Original		34	2 <sup>nd</sup> Rev.	
13	Original		35	1 <sup>st</sup> Rev.	*
14	Original		36	Original	*
15	Original				
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19	Original				
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21	1 <sup>st</sup> Rev.				
22	Original				
23	Original				
23.1	Original				
24	1 <sup>st</sup> Rev.				
24.1	Original				
25	Original				

\* - indicates those pages included with this filing.

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**ORIGINAL APPLICATION OF TARIFF**

This tariff contains the regulations and rates applicable to the provision of intrastate resale common carrier communications and automated operator services by Global Tel\*Link Corporation for use by inmates in correctional institutions within the State of Arizona subject to the jurisdiction of the Arizona Corporation Commission.

**SERVICE AREA MAP**

Global Tel\*Link Corporation will provide intrastate resale common carrier communications and automated operator services throughout the State of Arizona.

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**ORIGINAL****EXPLANATION OF SYMBOLS**

Changes to this tariff shall be identified on the revised page(s) through the use of symbols. The following are the only symbols used for the purposes indicated below:

- (C) - To signify a changed listing, rule or condition which may affect rates or charges.
- (D) - To signify discontinued or deleted material, including a listing, rate, rule or condition.
- (I) - To signify an increase in rates or charges.
- (M) - To signify material relocated from or to another part of this Tariff with no change in text, rate, rule or condition.
- (N) - To signify new material, including a listing, rate, rule or condition.
- (R) - To signify a reduction in rates or charges.
- (T) - To signify a change in the wording of the text, but no change in rate, rule or condition.

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**ORIGINAL****TARIFF FORMAT**

- A. **Page Numbering** - Page numbers appear in the upper right corner of the page. Pages are numbered sequentially. However, new pages are occasionally added to the tariff. When a new page is added between pages already in effect, a decimal is added. For example, a new page added between pages 14 and 15 would be 14.1.
- B. **Page Revision Numbers** - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current page version on file with the Commission. For example, the 4th revised Page 14 cancels the 3rd revised Page 14. Because of various suspension periods, deferrals, etc., the most current page number on file with the Commission is not always the tariff page in effect. Consult the Check Sheet for the page currently in effect.
- C. **Paragraph Numbering Sequence** - There are nine levels of paragraph 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).
  - 2.1.1.A.1.(a).I.
  - 2.1.1.A.1.(a).I.(i).
  - 2.1.1.A.1.(a).I.(i).(1).
- D. **Check Sheets** - When a tariff filing is made with the Commission, an updated Check Sheet accompanies the tariff filing. The Check Sheet lists the pages contained in the tariff, with a cross-reference to the current revision number. When new pages are added, the Check Sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (\*). There will be no other symbols used on this page if these are the only changes made to it (i.e., the format, etc. remain the same, just revised revision levels on some pages). The tariff user should refer to the latest Check Sheet to find out if a particular page is the most current on file with the Commission.

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## SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

**Ancillary Service Charge** – Any charge Consumers may be assessed for the use of Inmate Calling services that are not included in the per-minute charges assessed for individual calls (N)  
(N)

**Automated Collect Calls** - Calls billed to the called party and completed through an automated call processing system that prompts the call originator and the called party such that the call is completed without live operator assistance.

**Average Daily Population (ADP)** – The sum of all inmates in a facility for each day of the preceeding calendar year, divided by the number of days in the year. (N)  
(N)

**Collect Billing** - A billing arrangement whereby the originating caller may bill the charges for a call to the called party, provided the called party agrees to accept the charges.

**Commission** - The Arizona Corporation Commission.

**Company** - Used throughout this tariff to refer to Global Tel\*Link Corporation, unless otherwise clearly indicated by the context.

**Correctional Institutions** - Used throughout this tariff to refer to prisons, jails, penal facilities or other institutions used for penalty purposes which contract with the Company for the provision of service for use by their inmate population.

**Customer** - A person, firm, partnership, corporation or other entity which arranges for the Company to provide, discontinue or rearrange telecommunications services on behalf of itself or others; uses the Company's telecommunications services; and is responsible for payment of charges, all under the provisions and terms of this tariff. In the case of collect-only calling services provided to inmates of correctional Institutions, the called party is the Customer and is responsible for payment of charges.

**GTL** - Used throughout this tariff to mean Global Tel\*Link Corporation

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**SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, (CONT'D.)**

**Person to Person Call** - A service whereby the person originating the call specifies a particular person to be reached, or a particular station, room number, department, or office to be reached through a PBX attendant. (M)

**Premises** - The physical space designated by the Customer for the termination of the Company's service. (M)

**Prison** - A facility operated by a territorial, state or federal agency that is used primarily to confine individuals convicted of felonies and sentenced to terms in excess of one year. The term also includes public and private facilities that provide outsource housing to other agencies such as the State Departments of Correction and the Federal Bureau of Prisons; and facilities that would otherwise fall under the definition of a Jail but in which the majority of inmates are post-conviction or are committed to confinement for sentences longer than one year. (N)

**Station to Station Call** - A service whereby the Customer places a non-Person to Person call with the assistance of an operator (live or automated). (M)

**Terminal Equipment** - Telecommunications devices, apparatus and associated wiring on the Premises of the Customer. (M)

*(M) - Material on this page was previously on Page 7.*

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**SECTION 2 - RULES AND REGULATIONS****2.1 Undertaking of the Company**

Global Tel\* Link Corporation's services and facilities are furnished to correctional institutions in Arizona for communications originated by inmates of the institutions. GTL, through its call processing equipment, only provides automated collect, prepaid and debt inmate calling services. This tariff encompasses only those services provided between locations within the state of New Mexico. The Company's services and facilities are available twenty-four (24) hours per day, seven (7) days per week, subject to restrictions and limitations of service imposed by the correctional institution.

The Company installs, operates, and maintains the communications services provided here in under for Inmates in accordance with the terms and conditions set forth under this tariff and through contract with the institution. The Company may act as the correctional institution's agent for ordering access connection facilities provided by other carriers or entities, when authorized by the institution, to allow connection of an institution's location to the Company's network. The institution shall be responsible for all charges due for such service arrangement.

**2.2 Use of Service**

Services are provided under this tariff to correctional institutions and may be used by authorized inmates of institutions for any lawful purpose for which the service is technically suited, subject to such limitations or restrictions established by the Institution.

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**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)****2.3 Limitations of Service**

- 2.3.1** Service is offered subject to the availability of the necessary facilities and equipment, and is subject to the provisions of this tariff.
- 2.3.2** Service is provided only to correctional institutions for use by authorized inmates of the institutions and is subject to any restrictions or limitations imposed by the correctional institution.
- 2.3.3** The Company reserves the right to discontinue or limit service when necessitated by conditions beyond its control, or when the Customer or Inmate is using service in violation of provisions of this tariff or the law.
- 2.3.4** The Company does not undertake to transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections.
- 2.3.5** The Company reserves the right to discontinue service, limit service, or to impose requirements on Institutions as required to meet changing regulatory or statutory rules and standards.
- 2.3.6** The Company reserves the right to discontinue service when any governmental or regulatory condition imposed upon the Company materially and negatively impacts the financial viability of the service as determined by the Company in its best business judgment.

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**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)****2.4 Liability of Company**

- 2.4.1** The Company's liability for damages arising out of mistakes, interruptions, omissions, delays, errors, or defects in transmission which occur in the course of furnishing service or facilities, in no event shall exceed an amount equivalent to the proportionate charge to the Customer or Inmate for the period during which the faults in transmission occur.
- 2.4.2** The Company shall not be liable for claim or loss, expense or damage (including indirect, special or consequential damage), for any interruption, delay, error, omission, or defect in any service, facility or transmission provided under this tariff, if caused by any person or entity other than the Company, by any malfunction of any service or facility provided by any other carrier, by an act of God, fire, war, civil disturbance, or act of government, or by any other cause beyond the Company's direct control.
- 2.4.3** The Company shall not be liable for, and shall be fully indemnified and held harmless by Customer and Inmate against any claim or loss, expense, or damage (including indirect, special or consequential damage) for defamation, libel, slander, invasion, infringement of copy-right or patent, unauthorized use of any trademark, trade name or service mark, unfair competition, interference with or misappropriation or violation of any contract, proprietary or creative right, or any other injury to any person, property or entity arising out of the material, data, information, or other content revealed to, transmitted, or used by the Company under this tariff; or for any act or omission of the Customer or Inmate; or for any personal injury or death of any person caused directly or indirectly by the installation, maintenance, location, condition, operation, failure, presence, use or removal of equipment or wiring provided by the Company, if not directly caused by negligence of the Company.
- 2.4.4** The Company shall not be liable for any defacement of or damages to the premises of an Institution resulting from the furnishing of service which is not the direct result of the Company's negligence.
- 2.4.5** The Company is not liable for any act or omission of any other entity furnishing a portion of the service or any acts or omission of the Customer.
- 2.4.6** Service furnished by the Company may be interconnected with the services or facilities of other carriers or private systems. However, service furnished is provided solely by the Company and is not a joint undertaking with other parties.

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**ORIGINAL****SECTION 2 - RULES AND REGULATIONS, (CONT'D.)****2.5 Assignment or Transfer**

All facilities or services provided under this tariff are directly or indirectly controlled by the Company and neither the Institution nor Inmate may transfer or assign the use of service or facilities without the express written consent of the Company. Such transfer or assignment shall only apply where there is no interruption of the use or location of the service or facilities.

Prior written permission from the Company is required before any assignment or transfer. All regulations and conditions contained in this tariff shall apply to all such permitted assignees or transferees, as well as all service conditions.

**2.6 Interconnection with Institution**

The Company's facilities and service is used in conjunction with Company-provided telephone sets. The Institution is responsible for all costs at its premises, including personnel, wiring, electrical power, and the like, incurred in the use of the Company's service. Terminal equipment shall comply with the generally accepted minimum protective criteria standards of the telecommunications industry as endorsed by the Federal Communications Commission.

**2.7 Installation and Termination**

Service is installed upon mutual agreement between the Institution and the Company.

**2.8 Interconnection with Other Carriers**

Service furnished by the Company may be connected with the services or facilities of other carriers. Such service or facilities, if used, are provided under the terms, rates and conditions of the other carrier.

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**ORIGINAL****SECTION 2 - RULES AND REGULATIONS, (CONT'D.)****2.9 Deposits and Advance Payments****2.9.1 Deposits**

The Company does not normally require deposits. However the company reserves the right to collect a deposit from parties who are billed for collect calls from inmates pursuant to standards established by rules set forth in accordance with Commission rules.

**2.9.2 Advance Payments**

The Company does not normally require advance payments for service. However, for Customers whom the Company determines an advance payment is necessary, GTL reserves the right to collect an amount not to exceed one (1) month's estimated charges as an advance payment for service. This will be applied against the next month's charges and a new advance payment may be collected for the next month, if necessary.

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**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)****2.10 Payment for Service****2.10.1 Payment for Service**

The Customer is responsible for payment of all charges for services and equipment furnished to the Customer or Inmate by the Company. All charges due by the Customer are payable to the Company or to any agency duly authorized to receive such payments (such as a local exchange company).

**2.10.2 Disputed Charges**

Charges billed directly by the Company are due upon receipt. Amounts not paid within 15 days of the invoice will be considered past due. For charges billed directly by the Company, notice from the Customer of a dispute as to charges must be received in writing by the Company within thirty (30) days after the date of the invoice. Otherwise, all charges will be considered correct and binding.

For charges billed through the Customer's local exchange carrier, notice from the Customer of disputed charges must be received in writing by the Company within ninety (90) days after the date of the bill is issued. Otherwise, all charges will be considered correct and binding on the Customer.

The Company will promptly investigate and advise all billed parties as to its findings concerning disputed charges. Adjustments to Customer's bills shall be made to the extent that circumstances exist which reasonably indicate that such changes are appropriate.

If the Customer is not satisfied with the outcome of the billing dispute, the Customer may contact the Commission at the following address:

Arizona Corporation Commission  
Consumer Service Section  
Arizona Corporation Commission  
1200 West Washington Street  
Phoenix, AZ 85007

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**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)****2.10 Payment for Service, (Cont'd.)****2.10.3 Validation of Credit**

The Company reserves the right to validate the creditworthiness of Customers and billed parties through available verification procedures. Where a requested billing method cannot be validated or maximum credit amount established, the Company may refuse to provide service.

Services provided by the Company are available to inmates of correctional facilities in accordance with facility-authorized programs. The Company may request that the correctional facility adopt, as part of its program, terms that enable the Company to collect the charges for all inmate calls, including without limitation, the blocking of calls by the Company to certain telephone numbers when the amount charged to such a telephone number exceeds a predetermined amount or becomes past due.

**2.10.4 Return Check Charge**

A return check charge of \$25.00 will be assessed for checks returned for insufficient funds. Any applicable return check charges will be assessed according to the terms and conditions of this tariff and pursuant to Arizona law and regulations.

**2.10.5 Late Payment Fees**

The Company reserves the right to assess a late payment fee of 1.5% per month on any past due balance. A balance is considered past due if unpaid fifteen (15) days following the date printed on the bill listing amounts owed by the Customer. Any applicable late payment fees will be assessed according to the terms and conditions of the Company or its billing agent.

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**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)****2.11 Taxes**

All state and local taxes (i.e., gross receipts tax, sales tax, municipal utilities tax) are listed as separate line items and are not included in the quoted rates.

**2.11.1. Public Telephone Surcharge**

In order to recover the Company's expenses to comply with the FCC's pay telephone compensation plan effective on October 7, 1997 (FCC 97-371), an undiscountable per call charge is applicable to all interstate, intrastate and international calls that originate from any domestic pay or institutional telephone used to access the Company's services. This surcharge, which is in addition to standard tariffed usage charges and any applicable service charges and surcharges associated with the Company's service, applies for the use of the instrument used to access the Company's service and is unrelated to the service accessed from the pay telephone.

Pay telephones include coin-operated and coinless phones owned by local telephone companies, independent companies and other interexchange carriers. The Public Pay Telephone Surcharge applies to the initial completed call and any re-originated call (i.e., using the "#" symbol).

Whenever possible, the Public Pay Telephone Surcharge will appear on the same invoice containing the usage charges for the surcharged call. In cases where proper pay or institutional telephone coding digits are not transmitted to the Company prior to completion of a call, the Public Pay Telephone Surcharge may be billed on a subsequent invoice after the Company has obtained information from a carrier that the originating station is an eligible pay telephone.

The Public Pay Telephone Surcharge does not apply to calls placed from pay telephones at which the Customer pays for service by inserting coins during the progress of the call.

Rate Per Call:                    Maximum  
    \$1.50

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**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)****2.12 Refusal or Discontinuance by Company**

**2.12.1** The Company may terminate service to a Customer or Institution for nonpayment of undisputed charges or violation of this tariff or provision of law.

**2.12.2** The Company may refuse or discontinue service under the following conditions:

- A.** For non-compliance with or violation of any State, municipal, or Federal law, ordinance or regulation pertaining to telephone service.
- B.** For use of telephone service for any purpose other than that described in the application.
- C.** For neglect or refusal to provide reasonable access to the Company or its agents for the purpose of inspection and maintenance of equipment owned by Global Tel\* Link Corporation.
- D.** For noncompliance with or violation of Commission regulation or the Company's rules and regulations on file with the Commission.
- E.** In the event of Customer, Institution or Authorized User use of equipment in such a manner as to adversely affect the Company's equipment or service to others.
- F.** In the event of tampering with the equipment or services owned by the Company or its agents.
- G.** In the event of unauthorized or fraudulent use of service. Whenever service is discontinued for fraudulent use of service, the Company may, before restoring service, require the Customer or Institution to make, at his or her own expense, all changes in facilities or equipment necessary to eliminate illegal use and to pay an amount reasonably estimated as the loss in revenue resulting from such fraudulent use.
- H.** By reason of any order or decision of a court or other government authority having jurisdiction which prohibits the Company from furnishing such service.

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**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)****2.13 Inspection, Testing and Adjustment**

Upon reasonable notice, the facilities provided by the Company shall be made available to the Company for tests and adjustments as may be deemed necessary by the Company for maintenance. No interruption allowance will be granted for the time during which such tests and adjustments are made when the interruption is less than twenty-four consecutive hours.

**2.14 Call Restrictions**

Calling capabilities may be restricted by the administration of the correctional or confinement institutions. The following types of calls will be blocked: directory assistance, 0-, 700, 800, 900, 976, 950, 10XXX, 1+ sent paid, third number billed, credit card and local direct. The institution may block calls to specific telephone numbers and may limit calling service to pre-approved telephone numbers only. Call duration may be limited by the institution.

**2.15 Terminal Equipment**

Company-provided facilities and service may be used with or terminated in Company- or Customer-provided terminal equipment or communications systems, such as a telephone set, PBX or key system. Such terminal equipment shall be furnished and maintained under contract between GTL and the Customer. When such terminal equipment is used, the equipment shall comply with the generally accepted minimum protective criteria standards of the telecommunications industry as endorsed by the Federal Communications Commission.

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**SECTION 3 - DESCRIPTION OF SERVICE AND MAXIMUM RATES****3.1 General**

Global Tel\*Link Corporation provides automated operator assisted collect-only calling services for use by Inmates of prisons, jails or other Correctional Institutions for communications originating and terminating within the State of Arizona. The Company's services are available twenty-four hours per day, seven days a week. Intrastate service is offered in conjunction with interstate service. Inmate access to the Company's services may be restricted by the administration of the Institution served.

Customers are charged individually for each call placed through the Company's network. Charges may vary by service offering, mileage band, class of call, time of day, day of week and/or call duration. Customers are billed based on their use of the Company's services and network. No installation charges apply.

**3.2 Timing of Calls**

Billing for calls placed over the Company network is based in part on the duration of the call as follows, unless otherwise specified in this tariff:

- 3.2.1 Timing of each call begins when the called station is answered (i.e. when two way communications are established.) Answer detection is based on standard industry answer detection methods, including hardware and software answer detection. For Collect Calls, charges apply only if the called party accepts the responsibility for payment. For Person to Person Calls, charges apply only if the calling party is connected with the designated called party or an agreed upon substitute.
- 3.2.2 Chargeable time for calls ends when one of the parties disconnects from the call.
- 3.2.3 Unless otherwise specified in this tariff, the minimum initial period for billing purposes is one (1) minute.
- 3.2.4 Unless otherwise specified in this tariff, billing for usage after the initial period is in full one (1) minute increments.
- 3.2.5 The Company will not knowingly bill for unanswered calls. When a Customer indicates that he/she was billed for an incomplete call, the Company will reasonably issue credit for the call.

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

**3.3 Time of Day Rate Periods**

**3.3.1 Determination of Rate Periods**

Unless otherwise indicated, time of day rates apply according to the following schedule. Calls are billed based on the rate in effect at the time the call begins. Calls that cross rate period boundaries are billed the rate in effect at the beginning of the call for the duration of the entire call.

	MON	TUES	WED	THUR	FRI	SAT	SUN
8:00 AM TO 5:00 PM*	DAYTIME RATE PERIOD						
5:00 PM TO 11:00 PM*	EVENING RATE PERIOD						EVE
11:00 PM TO 8:00 AM*	NIGHT/WEEKEND RATE PERIOD						

\* Up to but not including.

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**SECTION 3 - DESCRIPTION OF SERVICE AND MAXIMUM RATES, (CONT'D.)****3.4 Calculation of Distance**

Usage charges for mileage sensitive products are based on the airline distance between serving wire centers associated with the originating and terminating points of the call. The serving wire centers of a call are determined by the area codes and exchanges of the origination and destination points.

The distance between the Wire Center of the Customer's equipment and that of the destination point is calculated by using the "V" and "H" coordinates found in BellCore's V&H Tape and NECA FCC Tariff No. 4.

Step 1 - Obtain the "V" and "H" coordinates for the Wire Centers serving the Customer and the destination point.

Step 2 - Obtain the difference between the "V" coordinates of each of the Wire Centers. Obtain the Difference between the "H" coordinates.

Step 3 - Square the differences obtained in Step 2.

Step 4 - Add the squares of the "V" difference and "H" difference obtained in Step 3.

Step 5 - Divide the sum of the square obtained in Step 4 by ten (10). Round to the next higher whole number if any fraction results from the division.

Step 6 - Obtain the square root of the whole number obtained in Step 5. Round to the next higher whole number if any fraction is obtained. This is the distance between the Wire Centers.

Formula:

$$\sqrt{\frac{(V_1V_2)^2 + (H_1H_2)^2}{10}}$$

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**SECTION 3 - DESCRIPTION OF SERVICE AND MAXIMUM RATES, (CONT'D.)****3.6 Institutional Operator Assisted Calling**

Institutional operator assisted service allows inmates to place collect calls through an automated call processing system. The call processing system prompts the inmate and the called party such that the call is completed without live operator assistance. Calls are placed on a collect-only basis to the called party.

A number of special blocking and screening capabilities are available with institutional operator services provided by the Company. These capabilities allow Institutions to control Inmate access to telecommunications services, reduce fraudulent use of the Company's services, and eliminate harassing calls to persons outside the institution.

For services provided to inmates of institutions, the following special conditions apply:

1. Calls to "900", "976" or other pay-per-call services are blocked by the Company.
2. At the request of the institution, the Company may block inmate access to toll-free numbers (e.g., 800, 888) and dialing sequences used to access other carriers or operator service providers (e.g., 950-XXXX, 10XXXX).
3. At the request of the Institution, the Company may block inmate access to "911", "411", or local operators reached through "0-" dialing.
4. At the request of the Institution, the Company may block inmate access to specific telephone numbers.
5. Availability of the Company's services may be restricted by the institution to certain hours and/or days of the week.
6. At the request of the institution, no notices or signage concerning the Company's services will be posted with its instruments. Information concerning the Company's services is provided to the administration of each institution where the Company's services are offered. Inmates may obtain information regarding rates and charges by requesting such information from the institution's administration.
7. At the request of the institution, the Company may impose time limits on local and long distance calls placed using its services.
8. At the request of the institution, equipment may be provided which permits monitoring of inmate calls by legally authorized government officials.

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

**3.5 Institutional Operator Assisted Calling, (Cont'd.)**

**3.5.1 Institutional Collect-Only Rates**

Local operator assisted collect-only calls placed by inmates of institutions and other correctional facilities are billed as follows:

**A. Local Service Rates and Charges**

Maximum

Flat Rate, per Station to Station Call \$4.12

**B. IntraLATA Services Rates and Charges**

**1. Plan A**

Maximum

**a. Usage Charges**

Service is billed in one (1) minute increments following an initial one (1) minute billing period.

Rate Per Minute: \$0.25

**b. Service Charges**

Operator-Assisted Station to Station (Inmate): \$1.45

**2. Plan B**

Maximum

**a. Usage Charges**

Service is billed in one (1) minute increments following an initial one (1) minute billing period.

Rate Per Minute: \$0.30

**b. Service Charges**

Operator-Assisted Station to Station (Inmate): \$3.50

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

**3.5 Institutional Operator Assisted Calling, (Cont'd.)**

**3.5.1 Institutional Collect-Only Rates, (Cont'd.)**

**B. IntraLATA Services Rates and Charges, (Cont'd.)**

**3. Plan C**

**a. Usage Charges**

Service is billed in one (1) minute increments following an initial one (1) minute billing period.

Rate Per Minute:	<b>Maximum</b>
	\$0.25

**b. Service Charges**

Operator Assisted Station to Station (Inmate)	<b>Maximum</b>
	\$3.50

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**SECTION 3 - DESCRIPTION OF SERVICE AND MAXIMUM RATES, (CONT'D.)****3.7 Prepaid Institutional Service****3.7.1 Applicability**

Prepaid Institutional Service calls are originated by entering a Personal Account Code. The Company's system informs the Customer (i.e., inmate) of the Available Usage Balance remaining in his/her Prepaid Account and prompts the Customer to place a call by entering a destination telephone number. Network usage for calls placed is deducted from the Available Usage Balance in the Customer's Account on a real time basis as the call progresses. With Prepaid Institutional Service, the Customer may purchase a voucher in any denomination. A Personal Account Code is assigned to each voucher with instructions for accessing and using the service. All monetary transactions take place between the institution and the Customer, and are under the direct and complete control of the institution.

Prepaid Institutional Service allows the Customer to make calls up to the total amount purchased divided by the per minute rate. Vouchers are not renewable. No minimum service period applies. Available Usage on the Customer's voucher is non-refundable.

Prepaid Institutional Service rates are not distance or time of day sensitive. Holiday discounts do not apply. Network usage for Prepaid Institutional Account Calls is deducted from the Available Usage Balance in Customer's Prepaid Account in full minute increments. For debiting purposes, call timing is rounded up to the nearest one (1) minute increment after the initial minimum period of one (1) minute. Usage charges are computed and rounded up to the nearest penny on a per call basis.

Account balances as well as rates and charges are available from the system upon access to place a call.

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**SECTION 3 - DESCRIPTION OF SERVICE AND MAXIMUM RATES, (CONT'D.)****3.7 Prepaid Institutional Service, (Cont'd.).****3.7.1 Applicability, (Cont'd.).**

The Company's Prepaid Institutional Service is available 24 hours a day, seven days per week. The number of available accounts is subject to technical limitations. Accounts will be made available to Customers at the discretion of the Institution.

**A. Exclusions**

Calls to 700, 800, 900 numbers  
Calls to Directory Assistance  
911 calls to emergency services  
Air to ground and high seas service  
Calls to live operators

**B. Service Availability**

1. All calls must be charged against an Institution Prepaid voucher that has sufficient available balance.
2. Calls in progress will be terminated by the Company if the balance on the voucher is insufficient to continue the call.

**3.7.2 Prepaid Basic Rates**

Vouchers will be issued in any denomination of the Customer's choosing, subject to the requirements or restrictions of the Institution. Company may offer discounts to the Prepaid Basic Rate Schedule as requested by the Institution.

**A. Local Services Rates and Charges**

Local operator assisted collect-only calls placed by inmates of institutions and other correctional facilities are billed as follows:

	<u>Maximum</u>
Flat Rate, per Station to Station Call	\$4.12

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**SECTION 3 - DESCRIPTION OF SERVICE AND MAXIMUM RATES, (CONT'D.)****3.7 Prepaid Institutional Service, (Cont'd.)****3.7.2 Prepaid Basic Rates, (Cont'd.)****B. IntraLATA Services Rates and Charges****1. Plan A**Maximum**a. Usage Charges**

Service is billed in one (1) minute increments following an initial one (1) minute billing period.

Rate Per Minute: \$0.25

**b. Service Charges**

Operator-Assisted Station to Station (Inmate): \$1.45

**2. Plan B**Maximum**a. Usage Charges**

Service is billed in one (1) minute increments following an initial one (1) minute billing period.

Rate Per Minute: \$0.30

**b. Service Charges**

Operator-Assisted Station to Station (Inmate): \$3.50

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GLOBAL TEL\*LINK CORPORATION

Arizona COPT Tariff No. 2  
3<sup>rd</sup> Revised Page 29  
Cancels 2<sup>nd</sup> Revised Page 29

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

### 3.8 Advance Pay 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 a Advance Pay Account with the Called Party (Customer) for payment of collect calls placed from institutions served by Global Tel\*Link. Funds in the Customer's Advance Pay 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 Advance Pay 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. (C)

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 for credit card and check by phone transactions. 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 Advance Pay Account balance becomes depleted, calls placed to the numbers specified by the Customer will be blocked until the Advance Pay Account is replenished.

The Customer may close the Advance Pay Account at any time. At the written request of the Customer (usually upon release of an inmate from an institution), 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. Advance Pay Accounts will be automatically dissolved following three months of zero activity (i.e., no calls placed, no account replenishment, no customer service inquiries.)

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

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

3.8 Advance Pay Accounts

3.8.1 Rates and Charges

- A. **Option 1** - Advance Pay Customers' rates and charges are the same as those set forth in the Company's institutional collect call rate schedules.
- B. **Option 2** - Rates and charges for Advance Pay Accounts are provided at a discount, per request of correctional facility.

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

3.9 Institutional Prepaid Operator Assisted Calling

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3.9.1 Prepaid Debit Accounts

With a Prepaid Debit Account, each inmate has the option to transfer funds from his/her personal account to his/her telephone account. This is accomplished by facility personnel or through a direct interface between the commissary system and/or booking account and the inmate phone system. 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 prepaid/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 entity managing the account, e.g., JMS, facility, commissary, etc. The Company receives payment from the Institution; it does not engage in direct monetary transactions with the inmate.

The Company's system automatically informs the caller of the Available Usage Balance remaining in the Prepaid Debit 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.

Payment for Prepaid Institutional Calling Services and any Available Usage in the Prepaid Debit Account is refundable upon request. after release of the inmate from the Confinement Institution. The Available Usage Balance expires three months from the date of the last activity on the Prepaid account. No refunds of unused balances will be issued after the expiration date.

3.9.2 Rates and Charges

- A. **Option 1** - Rates and charges for Prepaid Debit Accounts are the same as those set forth in the Company's institutional collect call rate schedules.
- B. **Option 2** - Rates and charges for Prepaid Debit Accounts are provided at a discount, per request of correctional facility.

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

**3.10 [Reserved For Future Use]**

**(N)**

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

### 3.11 Ancillary Service Charges

**3.11.1 Automated Payment Fees ( where available) – Credit Card payment, debit card payment, and bill processing fees, including fees for payments made by interactive voice response (IVR), web, or kiosk (where available).**

Automated payment fees      \$3.00

**3.11.2 Live Agent Fee – A fee associated with the optional use of a live operator to complete Inmate Calling Services transactions.**

Live Agent Fee                      \$5.95

**3.11.3 Paper Bill/Statement Fees – Fees associated with providing customers of Inmate Calling Services an optional paper billing statement.**

Paper Bill/Statement Fees      \$2.00

The above charges and fees become effective March 17, 2016 for Prisons and June 20, 2016 for Jails.

(N)

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**SECTION 4 - CURRENT RATES**

- 4.1 Public Telephone Surcharge**  
Rate Per Call: \$0.40
- 4.2 Single Bill Fee**  
Single Bill Fee, per month where applicable \$3.49\* (T)
- \* This option is available to all Jails prior to June 20, 2016. This option will be discontinued on June 20, 2016 (T)
- 4.3 Institutional Operator Assisted Calling**  
Local operator assisted collect-only calls placed by inmates of institutions and other correctional facilities are billed as follows:
- 4.3.1 Institutional Collect-Only Rates**  
Local operator assisted collect-only calls placed by inmates of institutions and other correctional facilities are billed as follows:
- A. Local Service Rates and Charges**
- 1. Usage Charge – Plan A**  
Flat Rate, per Station to Station Call \$2.06
- 2. Usage Charge – Plan B**  
Flat Rate, per Station to Station Call \$4.06
- 3. Usage Charge – Plan C**  
Flat Rate, per Call (up to 15 minutes): \$1.80
- B. IntraLATA Services Rates and Charges**
- 1. Plan A**
- a. Usage Charges**  
Service is billed in one (1) minute increments following an initial one (1) minute billing period.  
Rate Per Minute: \$0.25
- b. Service Charges**  
Operator-Assisted Station to Station (Inmate): \$1.45
- 2. Plan B**
- a. Usage Charges**  
Service is billed in one (1) minute increments following an initial one (1) minute billing period.  
Rate Per Minute: \$0.30
- b. Service Charges**  
Operator-Assisted Station to Station (Inmate): \$3.50

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**SECTION 4 - CURRENT RATES**

**4.3 Institutional Operator Assisted Calling, (Cont'd.)**

**4.3.1 Institutional Collect-Only Rates, (Cont'd.)**

**B. IntraLATA Services Rates and Charges, (Cont'd.)**

**3. Plan C**

**a. Usage Charges**

Service is billed in one (1) minute increments following an initial one (1) minute billing period.

Rate Per Minute: \$0.25

**b. Service Charges**

Operator-Assisted Station to Station (Inmate): \$3.50

**4. Plan D**

**a. Service Charges**

Flat Rate, Per Call (up to 15 minutes): \$1.80

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**SECTION 4 - CURRENT RATES, (CONT'D.)**

**4.3 Institutional Operator Assisted Calling, (Cont'd.)**

**4.3.1 Institutional Collect-Only Rates, (Cont'd.)**

**C. InterLATA Services Rates and Charges**

**1. Plan A**

**a. Usage Charges**

Service is billed in one (1) minute increments following an initial one (1) minute billing period.

Rate Mileage	DAY		EVENING		NIGHT/WEEKEND	
	Initial Period	Add'l Period	Initial Period	Add'l Period	Initial Period	Add'l Period
0 - 10	\$0.3000	\$0.1700	\$0.2160	\$0.1315	\$0.1800	\$0.1150
11 - 22	\$0.4000	\$0.2200	\$0.2810	\$0.1640	\$0.2300	\$0.1300
23 - 55	\$0.4500	\$0.2700	\$0.3135	\$0.1965	\$0.2550	\$0.1650
56 - 124	\$0.5200	\$0.3300	\$0.3590	\$0.2355	\$0.2900	\$0.1950
125 - 292	\$0.5300	\$0.3600	\$0.3590	\$0.2550	\$0.2950	\$0.2100
293 - +	\$0.5800	\$0.3800	\$0.3980	\$0.2680	\$0.3300	\$0.2200

**b. Service Charges**

Operator-Assisted Station to Station (Inmate): \$3.50

**2. Plan B**

**a. Usage Charges**

Service is billed in one (1) minute increments following an initial one (1) minute billing period.

Rate Per Minute: \$0.30

**b. Service Charge**

Monthly Surcharge \$3.00

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(Some material previously on this page has been moved to Page 31)

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**SECTION 4 - CURRENT RATES, (CONT'D.)**

**4.3 Institutional Operator Assisted Calling, (Cont'd.)**

**4.3.1 Institutional Collect-Only Rates, (Cont'd.)**

**C. InterLATA Services Rates and Charges**

**3. Plan C**

**a. Usage Charges**

Service is billed in one (1) minute increments following an initial one (1) minute billing period.

Rate Per Minute: \$0.30

**b. Service Charge**

Monthly Surcharge \$5.00

**4. Plan D**

**a. Service Charges**

Flat Rate, Per Call (up to 15 minutes): \$1.80

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**SECTION 4 - CURRENT RATES, (CONT'D.)****4.4 Prepaid Institutional Service****4.4.1 Prepaid Debit Rates****(T)**

Vouchers will be issued in any denomination of the Customer's choosing, subject to the requirements or restrictions of the Institution. Company may offer discounts to the Prepaid Basic Rate Schedule as requested by the Institution.

**A. Local Service Rates and Charges****1. Usage Charge**

Flat Rate, per Station to Station Call \$2.06

**B. IntraLATA Services Rates and Charges****1. Plan A****a. Usage Charges**

Service is billed in one (1) minute increments following an initial one (1) minute billing period.

Rate Per Minute: \$0.25

**b. Service Charges**

Operator-Assisted Station to Station (Inmate): \$1.45

**2. Plan B****a. Usage Charges**

Service is billed in one (1) minute increments following an initial one (1) minute billing period.

Rate Per Minute: \$0.30

**b. Service Charges**

Operator-Assisted Station to Station (Inmate): \$3.50

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**SECTION 4 - CURRENT RATES, (CONT'D.)**

**4.5 Advance Pay Accounts**

**4.5.1 Rates and Charges**

- A. **Option 1** - Advance Pay Customers' rates and charges are the same as those set forth in the Company's institutional collect call rate schedules.
- B. **Option 2** - Rates and charges for Advance Pay Accounts are provided at a ten percent discount off standard institutional collect rates and charges.

<b>4.6 Biometric Service Charge</b>		<b>(T)</b>
Charge per call, up to *	\$0.45	

\* Where requested by correctional facility

\*\* Effective until June 20, 2016. (N)

**4.7 [Reserved For Future Use]** (N)

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**SECTION 4 - CURRENT RATES, (CONT'D.)**

**4.8 Ancillary Service Charges**

**4.8.1 Automated Payment Fees**

Automated payment fees \$3.00

**4.8.2 Live Agent Fee**

Live Agent Fee \$5.95

**4.8.3 Paper Bill/Statement Fees**

Paper Bill/Statement Fees \$2.00

The above charges and fees become effective March 17, 2016 for Prisons and June 20, 2016 for Jails.

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