Idaho Public Utilities Commission
Office of the Secretary
ACCEPTED FOR FILING
May 9, 2024
Boise, Idaho

(ACCEPTANCE STAMP)

Securus Technologies, LLC
5360 Legacy Drive, Suite 300 (T)
Plano, Texas 75024 (T)

This tariff contains the regulation and rates applicable to telecommunications services provided by Securus Technologies, LLC to confinement facilities between points within the state of Idaho. Securus installs, operates, and maintains the communications services provided herein in accordance with the terms and conditions set forth under this tariff subject to the jurisdiction of this Board.

This tariff is on file with the Idaho Public Utilities Commission and copies may be inspected during normal business hours at the Company's principal place of business at 5360 Legacy Drive, Suite 300, Plano, Texas 75024. (T) (T)

Service is provided to Confinement Facilities for use by Inmates. Securus may act as the Confinement Facility's agent for ordering access connection facilities provided by other carriers or entities, when authorized, to allow connection of a Confinement Facility's location to the Securus network.

The rates and regulations contained in this tariff apply only to the confinement facility calling service furnished by Securus Technologies, LLC.

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NAME OF UTILITY:
Securus Technologies, LLC (ACCEPTANCE STAMP)

CHECK SHEET

SHEET NO.	REVISION	EFFECTIVE DATE
Title Sheet	Fourth*	May 9, 2024
Sheet No. 1	Eighteenth*	May 9, 2024
Sheet No. 2	Original	October 25, 2010
Sheet No. 3	Third*	May 9, 2024
Sheet No. 4	Original	October 25, 2010
Sheet No. 5	First*	May 9, 2024
Sheet No. 6	Second*	May 9, 2024
Sheet No. 7	Second*	May 9, 2024
Sheet No. 8	First*	May 9, 2024
Sheet No. 9	Third*	May 9, 2024
Sheet No. 10	Second	September 17, 2018
Sheet No. 11	First	May 17, 2021
Sheet No. 12	Original	October 25, 2010
Sheet No. 13	Fifth	September 11, 2023
Sheet No. 13.1	Second	September 11, 2023
Sheet No. 14	First	September 11, 2023
Sheet No. 15	Seventh	October 26, 2021
Sheet No. 15.1	First	October 26, 2021
Sheet No. 16	Eighth	September 11, 2023
Sheet No. 17	Seventh*	May 9, 2024
Sheet No. 18	First*	May 9, 2024

* Indicates new or revised sheets submitted with this filing.

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1. **Contact Information**

1.1 Customer complaints, bill inquiry, new service, or disconnect requests:

Securus Technologies, LLC (T)
ATTN: Inquiry department
Post Office Box 1109
Addison, Texas 75001
1-800-844-6591

1.2 Commission Contact – Tariff Information

Michael S. J. Lozich
Associate General Counsel, Regulatory Affairs (T)
Securus Technologies, LLC
5360 Legacy Drive, Suite 300
Plano, Texas 75024 (T)
1-800-559-1535
regulatoryreports@securustechnologies.com

1.2.1 Commission Contact – Complaints:

Michael S. J. Lozich
Associate General Counsel, Regulatory Affairs (T)
Securus Technologies, LLC
5360 Legacy Drive, Suite 300
Plano, Texas 75024 (T)
1-800-559-1535
regulatorycomplaints@securustechnologies.com

1.3 Idaho Agent:

C T Corporation System
921 S Orchard Street, Suite G
Boise, ID 83705

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2. **Tracking**

The following symbols are used for the purposes indicated below:

D: Delete or discontinue
I: Increase in rate or charge
M: Moved from another tariff location
N: New
R: Decrease in rate or charge
T: Change in text, but no change in rate or charge or regulation
C: Change in regulation

3. **Service Area**

3.1 Securus's service area is the entire state of Idaho.

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4. **Deposit Requirement**

Deposits are not required for establishment of service. (T)

5. **Termination of Service**

The end user does not contract directly with Securus Technologies, LLC for service and (T)
therefore Securus Technologies, LLC does not terminate service. No minimum service (T)
period applies to end users. No notice is required by end users to initiate or terminate use of the company service. Service is installed upon contractual agreement between the subscriber and the company. The contractual agreement specifies the terms and conditions of structure and commission payment schedule. The subscriber contract does not alter the obligations of the company to the end user, as described in this tariff, nor does the contract alter the rates contained in this schedule.

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6. **Service Offering**

6.1 **Reserved for Future Use** (T)

(D)

(D)

6.2 **Minimum Call Completion**

Customers can expect a call completion rate of not less than 90% during peak periods. The call completion rate is calculated as the number of calls completed, including calls completed to a busy or unanswered line, divided by the number of calls attempted.

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6.3 **Description of Services Offered**

General

The services of Securus Technologies, LLC consist of furnishing interstate and intrastate telecommunications services to subscribers serving callers located at a confinement facility who use a company telephone. Such services are available through Securus Technologies, LLC's equipment and via transmission facilities procured from interexchange carriers and local exchange carriers, and are furnished in accordance with the provisions of this tariff. (T) (T) (T)

6.3.1 **Limitations**

A. Service is offered subject to the availability of the necessary facilities and equipment and subject to the provisions of this tariff in compliance with limitations set forth in the Idaho Utilities Board's rules.

B. The company reserves the right to discontinue service when the subscriber or end user is using the service in violation of the provisions of this tariff, signed contract, or the law, with notice as required by the rules of the Idaho Utilities Board.

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6.3.2 **Use**

Services provided under this tariff may be used for any lawful purpose for which the service is technically suited consistent with the transmission and switching parameters of the telecommunications facilities utilized in the provision of the service. Service furnished by company is exclusively arranged for use by inmates in confinement facilities. With the exception of prepaid service, payment for the (T)
services provided by the company is the ultimate responsibility of the end user. (T)

6.4 **Liability**

The included tariff language does not constitute a determination by the Commission that limitation of liability imposed by the company should be upheld in a court of law. Acceptance for filing by the Commission recognizes that it is a court's responsibility to adjudicate negligence and consequential damage claims. It is also the court's responsibility to determine the validity of the exculpatory clause.

6.4.1 The company shall not be liable for claim or loss, expense or 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 an act of God, fire, war, civil disturbance, or act of government.

6.4.2 The company shall not be liable for, and shall be fully indemnified and held harmless by end user and subscriber against any claim or loss, expense or damage, for defamation, libel, slander, invasion, infringement of copyright or patent, unauthorized use of any trademark, trade name, or service mark, proprietary or creative right, or any other injury to any person, property, or entity arising out of the material, data, or information transmitted.

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6.4.3 No agent or employee of any other carrier shall be deemed to be an agent or employee of the company.

6.4.4 The company's liability due to any failure of the transmission shall not exceed an amount equal to the charges provided for under this tariff for the call.

6.5 Securus Technologies, LLC will give at least ten days' notice to subscribers and the Idaho PUC before increasing rates or other charges. The notice to subscribers will be either an individual notice or a public notice in the newspapers in the company's Idaho service areas. (T) (T)

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6.6 Universal Service Fund

Securus Technologies, Inc. is required by Idaho statute to charge an end user charge on MTS and WATS type services. This fee is delineated as a separate defined charge on the end user's bill page.

6.7 Prepaid Services

The company offers the company's debit services for inmate user or authorized user use 24 hours a day, seven days a week to all terminating locations serviced.

The inmate user or authorized user attains access to the company's debit service via the company's toll free debit number. The inmate user or authorized user must input a valid authorization code to access his account. After account access, the inmate user or authorized user inputs the destination number with area code. Usage will be debited from the available card or account. At the beginning of each call, the inmate user or authorized user is informed of the remaining balance on the account. Inmate users or authorized (D)
users will be interrupted with an announcement when the account balance is one minute (D)
prior to exhaustion. (D)

Balances in debit accounts are non-refundable and will expire on the date specified on the debit card or debit card packaging. (D)
(D)

Unlike a deposit or advance payment, the debit card account balance is not held against (D)
future payment, as all service is available for immediate consumption.

For customer accounts provided with a renewal option, customers may renew or increase the available usage balance within an account by making additional payments to the company or the company's authorized agents.

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6.7.1 **Prepaid Service**

6.7.1.a **Prepaid Calling Cards and Debit Accounts**

Where offered by the confinement facility, inmates may either purchase a prepaid calling card or set up a prepaid debit account for calls made by the inmate user or authorized user. Prepaid calling cards and debit accounts provide an alternative method to make calls and are designed for those inmates who prefer to prepay for their calls. Calls are made by dialing a special access dialing sequence that connects directly to the Company's network at the confinement facility. A valid authorization code must be entered to access the account.

The company's system automatically informs the inmate user or authorized user of the prepaid balance remaining on the prepaid calling card or in the prepaid debit account and provides prompts to place the (T) call by entering the destination telephone number with area code. Network usage is deducted from the prepaid balance on a real time basis as the call progresses. On prepaid calling card and prepaid debit account (D) calls, when the prepaid balance is one minute prior to depletion, the inmate user or authorized user will be interrupted with such an announcement.

Prepaid calling card and debit account services are available twenty-four (24) hours a day, seven (7) days per week to all terminating locations serviced. Access to such telephone services by an inmate user may be subject to time-of-day and usage restrictions imposed by individual confinement facilities. No minimum service period applies. 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 one (1) cent on a per call basis. Prepaid balances are not charged for incomplete calls.

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6.7.1.a.1 **Prepaid Calling Cards**

The confinement facilities that offer the option of prepaid calling cards may purchase prepaid calling cards directly from the company. Inmates then purchase the cards from authorized personnel at the confinement facilities. The company does not engage in direct monetary transactions with the inmate. The inmate may purchase a prepaid calling card in denominations determined by the confinement facility. Prepaid calling cards are offered only to inmates at confinement facilities and not to the general public. Prepaid calling cards are valid for one hundred eighty (180) days from the date of first usage. Unused prepaid balances may be used by the inmate user or authorized user following release from the confinement facility only through the company's network by dialing a special toll free access number which automatically connects the call to the company's network. Unused prepaid balances are not refundable nor may prepaid calling cards be replenished upon the depletion of the prepaid balance. Inmates may purchase additional cards, as permitted by their confinement facility.

6.7.1.a.2 **Prepaid Debit Accounts**

For a prepaid debit account, the inmate may set up the account through the confinement facility administrators with an initial payment typically through the inmate's commissary account, in those confinement facilities where this service is available. Upon the depletion of the prepaid balance, the prepaid debit account may be replenished by depositing funds into the account via the confinement facility administrator. Prepaid debit accounts are considered dormant if there is no activity for one hundred eighty (180) days following the last call made. Inactive accounts will be removed from the company's system. In conjunction with their release from the confinement facility, the inmate may request a refund from the confinement facility administrator.

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6.7.1.b **AdvanceConnect Accounts**

End users who prefer to pay in advance for collect calls that originate from confinement facilities, or else if the end user's local exchange carrier does not have a billing and collection agreement with the company or its intermediary, may set up an AdvanceConnect account with the company with an initial payment. The account is set up with the initial payment and may be replenished by the end user.

When the balance in an AdvanceConnect account reaches ten dollars ($10) or below, the end user will receive an automated courtesy call from the company notifying the end user with such an announcement. If the end user's balance reaches zero prior to replenishment of the account, the end user will be blocked from receiving further calls from any confinement facility served by the company until the balance is replenished or an alternative billing arrangement is made.

The end user may request a refund of the available balance in the AdvanceConnect account either by written request to the company or by contacting the company at its toll free telephone number once the end user verifies certain account information. Any such unused balances will expire in one hundred eighty (180) days following the last call made unless the balance is either fully depleted or a refund has been requested. An End User (T)
may request a refund of an unused account balance until final disposition of those funds. (T)

AdvanceConnect account service is available twenty-four (24) hours a day, seven (7) days a week to all terminating locations served. Access to such service by the inmate user may be subject to time-of-day and usage restrictions imposed by individual confinement facilities. No minimum service period applies. 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 one (1) cent on a per call basis. Balances are not charged for incomplete calls.

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6.7.1 Prepaid Service (Continued)

6.7.1.c Securus Debit

Securus Debit is a prepaid telephone account offering made available to Inmates by the Company when permitted by the Confinement Facility. Securus Debit provides an alternative method for Inmates to prepay for and make calls. A Securus Debit account associated with the Inmate's Personal Identification Number (PIN) is automatically established by the Company. Inmates fund and replenish their Securus Debit account through electing to transfer funds from either their facility's inmate trust fund or commissary account to their Securus Debit account. Securus Debit accounts may also be funded by inmate friends and family members via the Company's points-of-sale. Funds placed in this account become the property of the inmate.

Securus Debit calls are processed by dialing a special access dialing sequence that connects directly to the Company's network at the Confinement Facility. Inmates must enter a valid Authorization Code to access their Securus Debit account. The Company's system automatically informs the Inmate of the prepaid balance remaining on the Securus Debit account prior to each call, provides prompts to place the call by entering the destination telephone number, and informs the Inmate of the rates for the call being attempted. Call charges are deducted from the prepaid account balance on a real-time basis as the call progresses. During a Securus Debit call, when the prepaid account balance is one minute prior to depletion, the Inmate will be interrupted with such an announcement.

Securus Debit services are available twenty-four (24) hours a day, seven (7) days per week to all terminating locations serviced. Access to such telephone services by an Inmate may be subject to time-of-day and usage restrictions imposed by individual Confinement Facilities. No minimum service period applies. 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 one (1) cent on a per call basis. Prepaid balances are not charged for incomplete calls.

Refunds of unused Securus Debit account balances are issued by the entity controlling the actual cash deposits, which is either the Company, the commissary, the Confinement Facility or its agent, depending on the specific arrangements, unless otherwise directed by state law. Depending on the entity issuing the refund, refund fees and/or minimum refund amounts may apply. The prepaid balance expires ninety (90) days from the date of the last call placed on the Securus Debit account unless alternative arrangements are expressly requested by the Confinement Facility. (D)
(D)

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6.8 **Reserved for Future Use** (T)

(D)

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7. **Price**

The following rates are for calls from incarcerated users at confinement facilities, which will be billed to the end user, except for prepaid calling card and debit account calls. Rates for prepaid services follow the collect call rates. Contract rates may be discounted but will not exceed the rates listed below. (T)

7.1 **Incarcerated Calling Rates** (T)

Pursuant to the Federal Communications Commission's Third Report and Order, Order on Reconsideration, and Fifth Further Notice of Proposed Rulemaking, FCC 21-60, released May 24, 2021 and effective October 26, 2021 (the "FCC 2021 Order"), the jurisdictional nature of an intrastate call depends exclusively on determining the physical location of the endpoints of the call being within the State of Idaho. To the extent that location data is not available, a call will be treated as jurisdictionally indeterminate and, therefore, subject to FCC jurisdiction. As a result, all call rates in this tariff are subject to the FCC's jurisdiction and rules regarding ICS. Securus' practices in connection with charging ICS call rates in connection with Inmate Calling Services complies with Federal Communications Commission Rule 47 CFR § 64.6030. Also pursuant to the FCC 2021 Order, any lower Idaho state ICS rate caps will also apply to any jurisdictionally indeterminate ICS call. If Securus segregates intrastate ICS from interstate ICS based on the physical location of the endpoints of an ICS call, then any other applicable Idaho state ICS rate caps will apply. The maximum ICS rates permitted by the FCC 2021 Order are set forth in the following table: (N)(D)

Type / Size of Facility	Maximum Rate Cap
Prison	$0.14 per minute*
Jails with ADP of 1,000 or more	$0.16 per minute*
Jails with ADP less than 1,000	$0.21 per minute

* May include a Site Commission up to $0.02 per minute pursuant to Securus' contract with the applicable Correctional Facility. (N)(D)

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7.1 **Incarcerated Calling Rates (Continued)** (T)

"Average Daily Population" or "ADP" means the sum of all incarcerated persons in a facility for each day of the preceding calendar year, divided by the number of days in the year. (N)(D)

"Site Commission" means any form of monetary payment, in-kind payment, gift, exchange of services or goods, fee, technology allowance, or product that Securus may pay, give, donate, or otherwise provide to an entity that operates a correctional institution, an entity with which Securus enters into an agreement to provide ICS, a governmental agency that oversees a correctional facility, the city, county, or state where a facility is located, or an agent of any such facility. (N)(D)

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7.1 **Incarcerated Calling Rates (Continued)**

Prepaid service rates: Rates listed below are applicable to the company's prepaid services. For billing purposes, call timing is rounded up to the next full minute increment after a minimum initial period of one (1) minute. No time of day, holiday or volume discounts apply.

Prepaid Calling Card and Debit Accounts:

The rates for Prepaid Calling Card and Debit accounts are the same as those for automated collect call service.

AdvanceConnect Accounts:

The rates for AdvanceConnect accounts are the same as those for automated collect call service.

7.2 **Reserved for Future Use** (T)

(D)

(D)

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7.3 **Paper Bill/Statement Fees**

Fees associated with providing customers of Inmate Calling Services an optional paper billing statement.

Paper Bill/Statement Fee - $2.00 maximum charge per occurrence but not more than once a month

7.4 **Return Check Charge**

A return check charge of $20.00 will be assessed for checks returned for insufficient funds.

7.5 **Payment Fee**

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). This fee does not apply to payments mailed to the company or submitted via a customer's online banking service.

Automated payment fees - $3.00 maximum charge per use

Live Agent Fee – A fee associated with the optional use of a live operator to complete Inmate Calling Services transactions. This fee does not apply to payments mailed to the company or submitted via a customer's online banking service.

Live Agent Fee - $5.95 maximum charge per use

7.6 **Taxes**

Securus' practices in connection with collecting taxes and fees from Consumers for (or in connection with) intrastate ICS complies with Federal Communication Commission Rule 47 CFR § 64.6070. Securus charges and collects any applicable Mandatory Tax or Fee or Authorized Fee on a per-call basis (including (as applicable) Federal Cost Recovery Charge, State sales tax, municipal taxes, gross receipts tax, and similar taxes and fees to the extent applicable). Generally, any applicable Mandatory Tax or Fee or Authorized Fee is in addition to the rates and charges stated in this tariff, and each Mandatory Tax or Fee or Authorized Fee will be itemized separately on Consumer bills. (T)

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7.6 **Taxes (Continued)** (N)

In addition to specifically itemized government fees and taxes, the Federal Cost Recovery Charge may be applied to recover government-imposed charges that can't be individually itemized including, without limitation, federal charges for Telecommunications Relay Services, Local Number Portability, North American Numbering Plan administration and certain other federal taxes and assessments applicable to the calling services. (N)

7.7 **Ancillary Service Charges** (As defined in FCC 47 CFR 64.6000)

Pursuant to the Federal Communication Commission's Report and Order on Remand and Fourth Further Notice of Proposed Rulemaking, FCC 20-111, released August 7, 2020 and effective November 23, 2020, ancillary service charges are considered jurisdictionally mixed (i.e., they cannot be segregated between interstate and intrastate calls) and, therefore, subject to FCC jurisdiction. For purposes of ancillary service charges, the jurisdictional nature of an intrastate call depends exclusively on determining the physical location of the endpoints of the call being within the State of Idaho. As a result, all ancillary service charges are subject to the FCC's jurisdiction and rules regarding ICS. Securus' practices in connection with charging ancillary service charges in connection with Inmate Calling Services complies with Federal Communication Commission Rule 47 CFR § 64.6020. If Securus segregates intrastate ICS from interstate ICS based on the physical location of the endpoints of an ICS call, then the ancillary service charges set forth in this tariff will apply to intrastate ICS calls in Idaho.