COMPETITIVE TELECOMMUNICATIONS SERVICE PRICE LIST

This Price List, Idaho Price List No. 3 filed by Telmate, LLC d/b/a ViaPath Technologies cancels and replaces, in its entirety, the current price list on file with the Commission, Idaho Price List No. 2, issued by Telmate, LLC d/b/a ViaPath Technologies.

IDAHO

TELECOMMUNICATIONS PRICE LIST

OF

Telmate, LLC d/b/a ViaPath Technologies

Toll Free Customer Service Number: 1-866-516-0115

This Price List contains the descriptions, regulations, and rates applicable to the provision of telecommunications, by Telmate, LLC d/b/a ViaPath Technologies (the "Company") within the State of Idaho. This Price List is on file with the Idaho Public Utilities Commission. Copies may be inspected during normal business hours at the Company's principal place of business.

Issued By: Tariff Administrator
3120 Fairview Park Drive, Suite 300, Falls Church, VA 22042
https://www.gettingout.com/
1-866-516-0115

Idaho Public Utilities Commission
Office of the Secretary
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September 7, 2026
Boise, Idaho

COMPETITIVE TELECOMMUNICATIONS SERVICE PRICE LIST

CHECK SHEET

Pages of this Price List, 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 Price List and are currently in effect as of the date on the bottom of this page.

PAGE	REVISION	
Title	Original	*
1	Original	*
2	Original	*
3	Original	*
4	Original	*
5	Original	*
6	Original	*
7	Original	*
8	Original	*
9	Original	*
10	Original	*
11	Original	*
12	Original	*
13	Original	*
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17	Original	*
18	Original	*
19	Original	*

* - indicates those pages included with this filing

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EXPLANATION 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 Price list 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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PRICE LIST FORMAT

A. **Page Numbering -** Page numbers appear in the upper right corner of the page. Pages are numbered sequentially. 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. 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 price list filing is made with the Commission, an updated Check Sheet accompanies the price list filing. The Check Sheet lists the pages contained in the price list, 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.)

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SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

Average Daily Population (ADP) – The sum of all Incarcerated People in a Correctional Institution for each day of the preceding calendar year divided by the number of days in that year, calculated each year on or before April 30.

Collect - 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. Collect calls are 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.

Commission – Refers to the Idaho Public Utilities Commission.

Company - Refers to Telmate, LLC d/b/a ViaPath Technologies.

Correctional Institution or Institution - Refers to any type of confinement facility, including prisons, jails, work farms, detention centers or other facilities used for penalty or confinement purposes.

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 Price List. In the case of Collect-only calling services provided to Incarcerated People of Correctional Institutions, the called party is the Customer and is responsible for payment of charges.

FCC – Refers to the Federal Communications Commission.

Incarcerated Person/People - The jailed population of Correctional Institutions who are authorized by the Institution to use Company services. Responsibility for payment of Incarcerated Person charges requires positive acceptance by a Customer (*i.e.*, billed to a third party) or prepayment by the Incarcerated Person.

Jail – A Correctional Institution of a local, state, or federal law enforcement agency that is used primarily to hold individuals who are: (1) awaiting adjudication of criminal charges; (2) post-conviction and committed to confinement for sentences of one year or less; or (3) post-conviction and awaiting transfer to another Institution. The term also includes city, county, or regional facilities that have contracted with a private company to manage day-to-day operations; privately-owned and operated facilities primarily engaged in housing city, county, or regional Incarcerated People; immigration detention facilities operated by, or pursuant to contracts with, federal, state, city, county, or regional agencies; juvenile detention centers; and secure mental health facilities.

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

Prison – A Correctional Institution 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 Incarcerated People are post-conviction or are committed to confinement for sentences longer than one year.

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SECTION 2 - RULES AND REGULATIONS

2.1 Undertaking of the Company

The Company's services and facilities are furnished to Correctional Institutions in Idaho for communications originated by Incarcerated People in Institutions. The Company, through its call processing equipment, only provides automated Collect, prepaid, and debit Incarcerated Person calling services. This Price List encompasses only those services provided between locations within the state of Idaho. 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 in accordance with the terms and conditions set forth under this Price List 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 Price List to Correctional Institutions and may be used by authorized Incarcerated People in 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 Price List.

2.3.2 Service is provided only to Correctional Institutions for use by authorized Incarcerated People in the Institution 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 Incarcerated Person is using service in violation of provisions of this Price List 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 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.

2.3.7 Service may otherwise be limited at the request of the Institution's administration or by rules of the Commission to decrease fraud and maintain security and control over the Incarcerated People population.

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

2.4 Assignment or Transfer

All facilities or services provided under this price list are directly or indirectly controlled by the Company and neither the Institution nor Incarcerated Person 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 price list shall apply to all such permitted assignees or transferees, as well as all service conditions.

2.5 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 FCC.

2.6 Installation and Termination

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

2.7 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.

2.8 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 the Company and the Institution. 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 FCC.

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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 Incarcerated People, pursuant to standards established by rules in accordance with Commission rules.

2.9.2 Advance Payments

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

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 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 should be received orally or in writing by the Company as soon as possible.

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

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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 Incarcerated People in Correctional Institutions in accordance with Institution-authorized programs. The Company may request that the Correctional Institution adopt, as part of its program, terms that enable the Company to collect the charges for all Incarcerated Person 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 Late Payment Fee

A late payment fee of 1.5% per month will be charged on any past due balance. Any applicable late payment fees will be assessed according to the terms and conditions of the Company or its billing agent and pursuant to Idaho law.

2.10.5 Return Check Charge

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

2.11 Taxes and Surcharges

The Company reserves the right to bill any and all applicable taxes and surcharges in addition to normal usage charges. All applicable taxes and surcharges are billed as separate line items and are not included in the rates quoted in this Price List.

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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, Incarcerated Person, or Institution for nonpayment of undisputed charges or violation of this Price List 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 the Company.

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 Incarcerated Person 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, Institution, or Incarcerated Person 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 Contracts

Service is offered on a contractual basis to meet specialized requirements of Correctional Institutions. All services with Institutions are provided under contract. Each contract includes a unique mix of services, equipment, and software for blocking, screening, and monitoring calls, and performs other specialized functions as required by the Institution. All similarly situated Institutions are treated on a non-discriminatory basis. The terms of each contract shall be mutually agreed upon between the Correctional Institution and the Company and may include rates not contained in this price list charges for specially designed or constructed services, or other customized features.

2.15 Special Pricing Arrangements/Individual Case Bases (ICB) Arrangements

Service may be offered on a contractual basis to meet the specialized requirements of Correctional Institutions. Customized service packages at negotiated rates may be furnished in response to requests by Customers for proposals or for competitive bids. Negotiated rates, terms, and conditions will be set forth in individual Customer contracts. The terms, conditions, obligations and regulation set forth in this price list will be incorporated into, and be part of, said contract, and shall be binding on Company and Customer.

2.16 Call Restrictions

Calling capabilities may be restricted by the administration of the Correctional Institution. 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.

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

2.17 Liability of Company

2.17.1 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 Incarcerated Person for the period during which the faults in transmission occur.

2.17.2 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 Price List, 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.

2.17.3 The Company shall not be liable for, and shall be fully indemnified and held harmless by Institution, Customer, and Incarcerated Person 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 Price List; or for any act or omission of the Institution, Customer, or Incarcerated Person; 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.

2.17.4 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.

2.17.5 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 Institutor, Customer, or Incarcerated Person.

2.17.6 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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SECTION 3 - DESCRIPTION OF SERVICE AND RATES

3.1 General

Service is offered to Incarcerated People in Correctional Institutions for outward-only calling. Calls may be billed to residential or business lines. Billing information will be validated.

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 Price List:

3.2.1 Charges are based on the actual usage of the Company'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. For Collect calls, charges apply only if the called party accepts the responsibility for payment.

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 Price List, the minimum initial period for billing purposes is one (1) minute.

3.2.4 Unless otherwise specified in this Price List, 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 or Incarcerated Person indicates that it 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 RATES, (CONT'D.)

3.3 Calling Restrictions and Safety and Security Measures

For services provided to Incarcerated People, 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 access by Incarcerated People 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 access by Incarcerated People to "911", "411", or local operators reached through "0-" dialing.

4. At the request of the Institution, the Company may block access by Incarcerated People 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. Incarcerated People 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 calls.

8. At the request of the Institution, equipment may be provided which permits monitoring of Incarcerated Person calls by legally authorized government officials.

3.4 Institutional Operator Assisted Calling

Institutional operator assisted service allows Incarcerated People to place Collect calls through an automated call processing system. The call processing system prompts the Incarcerated Person 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 Incarcerated Person access to telecommunications services, reduce fraudulent use of the Company’s services, and eliminate harassing calls to persons outside the Institution.

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

3.5 Calls Using 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 for friends and family who are called parties (Customer) for the payment of Collect calls made to the Customer placed from Institutions served by the Company. Funds in the Customer's account may be used for payment of Collect calls placed by Incarcerated People to only those telephone numbers specified by the Customer. Establishment and maintenance of an account are 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 Incarcerated Person may call.

Additional deposits will be accepted with a $50.00 deposit maximum unless a Correctional Institution requires a different practice. Initial and additional deposits 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 deposits will be subject to applicable taxes and fees.

When an Incarcerated Person 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 review their account online or contact the Company's toll-free customer service number for account balance information at any time. If the account balance is insufficient, calls placed to the numbers specified by the Customer will not be completed until the account is replenished.

Account holders may seek a refund of unused balances by contacting customer service. Unless applicable law or a Correctional Institution requires a different practice, accounts will become inactive after 180 consecutive days of inactivity or non-use and are subject to conversion as set forth below after 270 consecutive days of non-use or no activity. The Company will make reasonable efforts to inform account holders that their account has unused funds. If the account holder provides sufficient contact information and affirmatively agrees to receive notifications, the Company will provide text message and/or email notice to the account holder of unused funds. Account holders will have 270 days from the date of the last activity associated with the account to request a refund of any unused account balance. If an account is used at any point during the inactivity period, the 180-day period will restart. Upon receipt of a verified refund request during the 270-day period, any remaining balance in an account will be refunded to the account holder after deducting any call charges, applicable taxes, and fees incurred during the current billing cycle. After 270 days of continuous account inactivity, any remaining funds will no longer be available and will be automatically converted to (and used to pay for) audio calling minutes in the Company's free calling program.

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

3.5 Calls Using AdvancePay® Accounts, Cont'd.

All security measures and Incarcerated Person calling restrictions as set forth elsewhere in this Price List are also applicable for any calls made using an AdvancePay® Account.

3.6 Calls Using Prepaid Debit Accounts

A Prepaid Debit Account allows each Incarcerated Person the option to transfer funds from his/her personal account to his/her telephone account or to purchase a voucher to add funds the Prepaid Debit Account. The transfer of funds is managed by Correctional Institution personnel or through a direct interface between the commissary system and/or booking account and the Incarcerated Person phone system. The Prepaid Debit Account is associated with the Incarcerated Person's Personal Identification Number (PIN.) When the Incarcerated Person places a call, he/she has the option of making a Collect call or using funds from the Prepaid Debit Account. Once the Prepaid Debit Account is selected, the Incarcerated Person 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.*, jail management system, Institution, commissary, etc. The Company receives payment from the Institution; it does not engage in direct monetary transactions with the Incarcerated Person.

The Company's system automatically informs the Incarcerated Person of the available usage balance remaining in the Prepaid Debit Account and provides prompts to place the call by entering the destination telephone number. Usage is deducted from the available balance in the account on a real-time basis as the call progresses.

Unless state law or a Correctional Institution requires a different practice, reasonable efforts will be made to refund any unused funds in a Prepaid Debit Account to the Incarcerated Person upon release of the Incarcerated Person from the Correctional Institution. Refunds are issued by the entity managing the account, which depending on the specific arrangements, is either the Company, the commissary, the Correctional Institution itself or its agent, unless otherwise directed by state law.

All security measures and Incarcerated Person calling restrictions as set forth elsewhere in this Price List are also applicable for any calls made using a Prepaid Debit Account.

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

3.7 Rates and Charges

Voice calls made using the services set forth in Sections 3.4, 3.5, and 3.6 above shall be charged at the following maximum per-minute rates or less per the request of the Correctional Institution.

Pursuant to the FCC's Report and Order, Order on Reconsideration, and Further Notice of Proposed Rulemaking, FCC 25-75 (released November 6, 2025) ("2025 FCC Order"), new per-minute voice calling rates will be implemented at each Correctional Institution in accordance with the standards set forth in the 2025 FCC Order. Once implemented at a specific Correctional Institution, the 2025 FCC Order per-minute voice calling rates will be no more than:

Prison (any ADP)	$0.11 per minute
Large Jail (1000+ ADP)	$0.10 per minute
Medium Jail (350-999 ADP)	$0.12 per minute
Small Jail (100-349 ADP)	$0.13 per minute
Very Small Jail (50-99 ADP)	$0.15 per minute
Extremely Small Jail (0-49 ADP)	$0.19 per minute

Pursuant to the FCC's Third Report and Order, Order on Reconsideration, and Fifth Further Notice of Proposed Rulemaking, FCC 21-60 (released May 24, 2021), the jurisdictional nature of an intrastate call depends exclusively on determining that the physical location of the originating and terminating endpoints of the call are in the state. To the extent that location data is not available, a call will be treated as an interstate call and subject to FCC jurisdiction unless the law requires otherwise.

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COMPETITIVE TELECOMMUNICATIONS SERVICE PRICE LIST

This ~~price list~~Price List, Idaho Price List No. ~~2.~~3 filed by Telmate, LLC d/b/a ViaPath Technologies cancels and replaces, in its entirety, the current price list on file with the Commission, Idaho Price List No. ~~1.~~2, issued by Telmate, LLC d/b/a ViaPath Technologies.

IDAHO

TELECOMMUNICATIONS PRICE LIST

OF

Telmate, LLC d/b/a ViaPath Technologies

Toll Free Customer Service Number: 1-866-516-0115

This ~~price list~~Price List contains the descriptions, regulations, and rates applicable to the provision of ~~interexchange~~ telecommunications, by Telmate, LLC d/b/a ViaPath Technologies (the "Company") within the State of Idaho. This ~~price list~~Price List is on file with the Idaho Public Utilities Commission. Copies may be inspected during normal business hours at the Company's principal place of business.

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3120 Fairview Park Drive, Suite 300, Falls Church, VA 22042
https://www.gettingout.com/
1-866-516-0115

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COMPETITIVE TELECOMMUNICATIONS SERVICE PRICE LIST

CHECK SHEET

Pages of this Price List, 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 ~~price list~~Price List and are currently in effect as of the date on the bottom of this page.

PAGE	REVISION		~~PAGE~~	~~REVISION~~
Title	Original	*		
1	~~1st Revised~~Original	*		
2	Original	*		
3	Original	*		
4	Original	*		
5	Original	*		
6	Original	*		
7	Original	*		
8	Original	*		
9	Original	*		
10	Original	*		
11	Original	*		
12	Original	*		
13	Original	*		
14	Original	*		
15	Original	*		
16	Original	*		
17	Original	*		
18	Original	*		
~~18.1~~19	Original	*		
~~19~~	~~Original~~			
~~20~~	~~Original~~			
~~21~~	~~Original~~			
~~22~~	~~1st Revised~~	~~*~~		
~~23~~	~~Original~~			
~~24~~	~~Original~~			

* - indicates those pages included with this filing

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COMPETITIVE TELECOMMUNICATIONS SERVICE PRICE LIST

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COMPETITIVE TELECOMMUNICATIONS SERVICE PRICE LIST

EXPLANATION 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 Price list 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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PRICE LIST FORMAT

A. **Page Numbering -** Page numbers appear in the upper right corner of the page. Pages are numbered sequentially. 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. 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 price list filing is made with the Commission, an updated Check Sheet accompanies the price list filing. The Check Sheet lists the pages contained in the price list, 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.)

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SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

~~Alternative Local Telephone Service Providers - Carriers such as CLEC, VOIP, or Wireless Carriers that do not provide billing and collection agreements for other carriers. When the Customer chooses to use an Alternative Local Telephone Service Provider, the Company will assist the Customer in establishing billing arrangements through Company Direct Bill or Prepaid Account Programs with multiple payment options through the Company or Third Party Payment Processors.~~

~~Automated Call Processing System - Equipment that automates the placement of collect calls, including recordation of billing information.~~

~~Automated Collect Services - Calls whereby an inmate in a Facility dials the called number and the call is billed to the called number (collect call) and where call placement and recording of billing information is performed without the assistance of a live operator.~~

~~Automated Phone Payment Processing Fee - An undiscountable fee charged to a customer by a third party Automated Phone Payment Processor when the customer chooses to make a payment using a credit card, check/debit card over the phone for an account with the provider.~~

~~Billed Party - The individual who accepts a collect call, is billed for the call, and responsible for the payment of the applicable charges.~~

~~Billing Limit - A dollar value of accepted collect call charges beyond which is deemed to be an at-risk collection.~~

~~Billing Service Company - Third party company that bills customer on behalf of provider or local exchange carriers.~~

Average Daily Population (ADP) – The sum of all Incarcerated People in a Correctional Institution for each day of the preceding calendar year divided by the number of days in that year, calculated each year on or before April 30.

~~Bill Statement Fee (BSF) - A fee assessed to recover the costs associated with LEC Billings.~~

~~Called Party - The individual who receives an inmate collect call who can either accept or refuse the call.~~

~~Called Station - The terminating point of a call (i.e., the called number). Calling Station - The originating point of a call (i.e., the calling number).~~

~~Client - The confinement facility administration or the government entity with which the Company has contracted to provide service.~~

Collect ~~Call~~ - A billing arrangement whereby the ~~charge~~originating caller may bill the charges for a call ~~may be billed~~ to the called ~~station~~party, provided the called ~~station accepts responsibility for such calls.~~party agrees to accept the charges. Collect calls are 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

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call is completed without live operator assistance.

Commission – ~~The~~Refers to the Idaho Public Utilities Commission.

Company - Refers to Telmate, LLC d/b/a ViaPath Technologies.

Correctional Institution or Institution - Refers to any type of confinement facility, including prisons, jails, work farms, detention centers or other facilities used for penalty or confinement purposes.

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 Price List. In the case of Collect-only calling services provided to Incarcerated People of Correctional Institutions, the called party is the Customer and is responsible for payment of charges.

FCC – Refers to the Federal Communications Commission.

Incarcerated Person/People - The jailed population of Correctional Institutions who are authorized by the Institution to use Company services. Responsibility for payment of Incarcerated Person charges requires positive acceptance by a Customer (*i.e.*, billed to a third party) or prepayment by the Incarcerated Person.

Jail – A Correctional Institution of a local, state, or federal law enforcement agency that is used primarily to hold individuals who are: (1) awaiting adjudication of criminal charges; (2) post-conviction and committed to confinement for sentences of one year or less; or (3) post-conviction and awaiting transfer to another Institution. The term also includes city, county, or regional facilities that have contracted with a private company to manage day-to-day operations; privately-owned and operated facilities primarily engaged in housing city, county, or regional Incarcerated People; immigration detention facilities operated by, or pursuant to contracts with, federal, state, city, county, or regional agencies; juvenile detention centers; and secure mental health facilities.

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

Company - Telmate, LLC d/b/a ViaPath Technologies

Completed Calls - Call that are answered by the called party or the party's machine on the distant end.

Completion of a Collect Call - A call is completed when the call is accepted at the call station.

Customer - The person or legal entity that enters into payment arrangements with the Company for telecommunications services to send or receive calls.

Debit Calling - A service whereby the inmate may place calls using funds transferred from the inmate's commissary account.

Delinquent Date - The last day for payment without unpaid amounts being subject to a late payment.

Disconnection - The disabling of circuitry preventing outgoing calls.

Facility - A local, state, or federal facility that has authorized the Company to provide inmate services.

Fixed Service Charge - A fee, in addition to the underlying local call rate or long distance measured charge, for providing services when using the inmate telephone.

Incomplete Call - Any call where transmission between the calling and called station is not established (e.g., busy, no answer, billing refused, etc.).

Inmate - One of a group confined or occupying a single place or residence such as a prison or hospital.

Inmate Telephone - A coinless telephone instrument conforming with Idaho Public Utilities Commission Utilities Division Orders and Regulations governing such equipment.

Inmate Phone Service (IPS) - A class of telecommunications service made available at an institution for use by inmates in making outbound, automated collect only or debit system calls. Call place, recording and billing arrangements are performed without the assistance of a live operator.

Inmate Trust Account - An Inmate Trust Account is an account established by the Facility where all funds belonging to an Inmate are placed and maintained.

Interexchange Carrier (IXC) - a company which furnishes interexchange telephone service.

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

~~Local Call – A call originated and terminated within a single exchange or extended service area.~~

~~Local Exchange Carrier ("LEC") – A certified telecommunications company that provides local exchange service to customers in the State of Idaho.~~

Prison – A Correctional Institution 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 Incarcerated People are post-conviction or are committed to confinement for sentences longer than one year.

~~Measured Charge – A distance-sensitive charge assessed on a per-minute basis in calculating a portion of the charge due for a completed call.~~

~~MoneyGram Payment Processing Fee – An undiscountable fee charged to a Customer by MoneyGram each time the Customer chooses to make a cash payment through MoneyGram for an account with the Company.~~

~~Phone Payment Processing Fee – An undiscountable fee charged to a Customer by the Third Party Phone Payment Processor when the Customer chooses to make a payment using credit card, check/debit card over the phone for an account with the Company.~~

~~Prepaid Customer Account Program – An account is established with the Company by a Customer with an initial payment. Charges for service provided by the Company are deducted on a per-minute or per call real time basis from the Customer's account.~~

~~Quick Connect – A single call service for calls placed from the inmate facility to mobile phones or a telecom service where the called party does not have an account or does not want to establish an account.~~

~~Third Party Payment Processors – The Company has established multiple payment options for Customers who choose to open an account directly with the Company. These payment options are provided by Third Party Service Providers that charge an undiscountable fee to the Customer for processing Customer payments. The Company has negotiated the lowest possible fee with each of these Third Party Payment Processors, and receives no revenue in connection with any such fee. This fee is added to the Customer's payment amount by the Third Party Payment Processor, collected when the Customer makes payment, and paid to the Third Party Payment Processor. These Third Party Payment Processors are MoneyGram, a Phone Payment Processor, and a Website Online Payment Processor.~~

~~Toll Call – A call originating in one exchange and terminating in another that is not part of the exchange and is not a part of any extended area service arrangement. These calls can be either intraLATA or interLATA long distance calls.~~

~~Website Online Payment Processing Fee – An undiscountable fee charged to a Customer by the third party Website Online Payment Processor when the Customer chooses to make a payment~~

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~~online using a credit card, check/debit card or check for an account with the Company.~~

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SECTION 2 - RULES AND REGULATIONS

2.1 Undertaking of the Company

The ~~Company's inmate telephone~~Company's services and facilities are furnished to Correctional Institutions in Idaho for communications ~~originating in Confinement Facilities~~originated by Incarcerated People in Institutions. The Company, through its call processing equipment, only provides automated Collect, prepaid, and debit Incarcerated Person calling services. This Price List encompasses only those services provided between locations within the ~~State~~state of Idaho. 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 ~~hereunder~~ in accordance with the terms and conditions set forth under this Price List~~. The Company furnishes its inmate telephone services for the benefit of inmates housed in local, county, and state Confinement Facilities as well as for the benefit of the people Inmates call~~ and through contract with the Institution. The Company may act as the ~~Subscriber's~~Correctional Institution's agent for ordering access connection facilities provided by other carriers or entities, when authorized by the ~~Subscriber~~Institution, to allow connection of ~~a Subscriber's~~an Institution's location to the ~~Company~~Company's network. The Institution shall be responsible for all charges due for such service arrangement.

~~The Company's services are available twenty-four hours per day, seven days a week, subject to the rules of the Confinement Facility.~~

2.2 ~~Limitations~~Use of Service

Services are provided under this Price List to Correctional Institutions and may be used by authorized Incarcerated People in 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

~~2.2.1~~ **2.3.1** Service is offered subject to the availability of the necessary facilities and equipment, and is subject to the provisions of this Price List.

2.3.2 Service is provided only to Correctional Institutions for use by authorized Incarcerated People in the Institution and is subject to any restrictions or limitations imposed by the Correctional Institution.

~~2.2.2~~ **2.3.3** The Company reserves the right to discontinue ~~furnishing service,~~ or limit ~~the use of~~ service when necessitated by conditions beyond its control, or when ~~a~~the Customer~~, Calling Party, Called Party, Inmate or other person is attempting to steal service or~~ or Incarcerated Person is using service in violation of ~~the law, the rules of the particular Confinement Facility or the~~ provisions of this Price List~~. The Company may prosecute those who use its services in violation of~~ or the law.

~~The Company may refuse, restrict, or interrupt service to Customers due to insufficient billing information, invalid telephone numbers, invalid commercial credit card numbers, refusal of a called party to accept responsibility for payment, or other circumstances which may prevent the Company from collecting the charges due.~~

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.

~~Company may refuse or otherwise restrict the use of some or all billing methods for calling to or from certain parts of the United States or in circumstances where the Company reasonably believes such restrictions are necessary to prevent fraud and uncollectibles.~~

2.3.5 The Company reserves the right to discontinue service, limit service, or to impose requirements as required to meet changing regulatory or statutory rules and standards.

~~All equipment located onsite in the Confinement Facility or at the Company operations centers, and necessary to provide services is owned and operated by the Company.~~

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.

2.3.7 Service may otherwise be limited at the request of the Institution's administration or by rules of the Commission to decrease fraud and maintain security and control over the Incarcerated People population.

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

2.2 Limitations (Cont'd)

Service is restricted to permit placement of outward only automated collect, prepaid, or debit calls to locations within the United States and Confinement Facility-requested foreign countries. All other call- types including direct dial, sent paid and calls charged to calling cards or third numbers are prohibited (other than as specifically set out herein).

Use of the Company's service is subject to any conditions or limitations imposed by Confinement Facilities. The Company may restrict or refuse service to any Inmate at the request of the Confinement Facility, and/or prohibit inmate access to certain telephone numbers as specified by the Confinement Facility. Service may be limited at the discretion of the Confinement Facility.

2.2.3 Calls to Company numbers and other numbers stipulated by Confinement Facility authorities will be blocked in the interest of public safety and to avoid harassment.

2.2.4 Calls dialed lOXXX+O, 950,911, 900, 976, 700, 411 and other information calls are blocked.

2.2.5 The Company will also block calls in the following circumstances, subject to provisions of this Price List that provide Customers with alternative means for connecting calls:

A. When the Customer's Local Exchange Carrier or Alternative Local Telephone Service Provider does not provide billing for collect calls;
B. When the telephone number in question lacks sufficient billing history or billing information;
C. When the Local Exchange Carrier identifies multiple lines at a particular address;
D. When the Local Exchange Carrier has a collect call block on the line;
E. When the amount of collect calls received by a particular phone number has reached the billing limits established with the Customer's or Billed Party's Local Exchange Carrier based on that carrier's uncollectible revenue history;
F. When a Prepaid Customer's account balance lacks available funds;
G. When a Customer's Direct Bill account balance is over the established credit limit.

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

~~**2.2 Limitations (Cont'd)**~~

~~When a Customer with one of the above circumstances receives a call from an inmate, the call will be connected and a one-minute courtesy call will be provided to the Customer. The Customer will be instructed to call the Company's 1-800 customer service number where they will be told why their number is blocked and they will be given an opportunity to open a Company account twenty-four hours a day, seven days a week.~~

~~2.2.6 The Company will also block calls in the following circumstances and will not provide alternative means for connecting calls:~~

~~A. When the Confinement Facility has placed a block on the phone number;~~
~~B. When the Customer or telephone subscriber has requested a block on their phone number;~~
~~C. When a Local Exchange Carrier notifies the Company that the subscriber owes past due Company charges to the Local Exchange Carrier~~

~~D. When a Customer account is in "collection status", i.e. NSF check, invalid check, fraudulent credit card payment, etc.~~

2.4 Assignment or Transfer

~~2.2.7 Maximum call duration is limited to any maximum duration specified by the Confinement Facility.~~

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SECTION 2 – RULES AND REGULATIONS, (CONT'D.)

2.3 Liability of the Company

2.3.1 The Company's liability for damages arising out of mistakes, interruptions, omissions, delays, errors or defects in the transmission occurring in the course of furnishing service, and not caused by the negligence of its employees or its agents, in no event shall exceed the amount equal to the charge to the customer or called party for the period during which the aforementioned faults in the transmission occur. In no event will the Company be liable for consequential damages from any such interruptions of service.

The Company is not liable for damages to a Confinement Facility resulting from the furnishing of service including the installation and removal of equipment and associated wiring, unless the damage is caused by the Company's negligence.

The Company shall not be liable for, and shall be fully indemnified and held harmless by Subscriber and End User 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 Price List; or for any act or omission of the Subscriber or End User; 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.

In addition, the Company shall not be responsible for interruptions of service resulting from the following:

1) when the parties stop talking without hanging up;
2) attempts to make a 3-way call;
3) attempts to answer Call Waiting;
4) attempts to put a call on hold;
5) attempts to transfer a call;
6) use of a cordless phone; and/or
7) use of a cell phone.

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All facilities or services provided under this price list are directly or indirectly controlled by the Company and neither the Institution nor Incarcerated Person 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 price list shall apply to all such permitted assignees or transferees, as well as all service conditions.

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

~~**2.3 Liability of the Company (Cont'd)**~~

~~2.3.2 The Company shall not be liable for and shall be indemnified and held harmless by Customers, Calling Parties, Inmates and/or Called Parties against:~~

~~A. Claims for libel, slander, or infringement or copyright arising out of the material, data, information, or other content transmitted over the Company's facilities.~~

~~B. All loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted or assessed by Customer, Calling Party, Called Party, Inmate or any other party or person, or for any destruction of any property, whether owned by a Customer or others, caused by or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, condition, location or use of facilities or equipment provided by the Company which is not the direct result of the Company's negligence. No agents or employees of other carriers or companies shall be deemed to be agents or employees of the Company~~
~~without written authorization.~~

~~C. All other claims arising out of any act or omission of the Customer, Called Party, Calling Party, or any other person in connection with any service or facility provided by the Company.~~

2.5 Interconnection with Institution

~~D. Violations of the provisions of this Price List.~~

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 FCC.

~~E. THE INCLUDED EXCULPATORY LANGUAGE DOES NOT CONSTITUTE A DETERMINATION BY THE COMMISSION THAT A 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~~

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~~NEGLIGENCE AND CONSEQUENTIAL DAMAGE CLAIMS. IT IS ALSO THE COURT'S RESPONSIBILITY TO DETERMINE THE VALIDITY OF THE EXCULPATORY CLAUSE.~~

2.6 Installation and Termination

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

2.7 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.

2.8 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 the Company and the Institution. 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 FCC.

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

~~2.4~~2.9 ~~Taxes~~Deposits and ~~Fees~~Advance Payments

~~2.4.1 All state and local taxes and any fee imposed by a governmental entity (e.g. sales tax, municipal utilities tax, telecommunications business license tax, USF assessment) are listed as separate line items and are not included in the rates and charges specified in Section 4.~~

~~2.4.2 To the extent that a municipality, other political subdivision or local agency of government, or Commission imposes upon and collects from the Company a gross receipts tax, occupation tax, license tax, permit fee, franchise fee or imposes regulatory fee, such taxes and fees shall, insofar as practicable and allowed by law, be billed pro rata to Customers receiving service from the Company within the territorial limits of such municipality, other political subdivision or local agency of government.~~

~~2.4.3 The Company may adjust its rates and charges or impose additional rates and charges on its Customers in order to recover amounts it is required by governmental or quasi-governmental authorities to collect from or pay to others in support of statutory or regulatory programs. Such adjustments shall be listed in this Price List.~~

~~2.4.4 Universal Service Fees~~

~~The Universal Service Fees ("USF") on your phone bill are regulated by federal and state law. The USF is based on a specific percentage of the cost of the calls set by the federal government for interstate calls and set by state government for intra-state calls.~~

2.9.1 Deposits

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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 Incarcerated People, pursuant to standards established by rules in accordance with Commission rules.

2.9.2 Advance Payments

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

~~2.5~~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 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).

~~2.5.1~~ **2.10.2 Disputed Charges**

Charges billed directly by the Company are due upon receipt. Amounts not paid within ~~10~~15 days of the invoice will be considered past due. For charges billed directly by the Company, notice from the Customer of a dispute ~~must~~as to charges should be received orally or in writing ~~within thirty (30) days after the date of the invoice. Otherwise, all charges will be considered correct and binding.~~by the Company as soon as possible.

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

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

~~2.5.2 Collection of Post-Billing Adjustments~~

~~The Company will exercise its rights, (as set out in the truth-in-billing regulatory statements on the LEC's bill) to pursue collection on unpaid charges for Company services billed by a LEC and recoursed to the Company.~~

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~~Upon receipt of post-billing adjustments from a LEC containing a Customer's past due charges for services provided by the Company, the Company will invoice the Customer for those amounts. If the Customer does not contact the Company within ten (1 0) days to dispute the validity of the charges, the charges will be presumed valid.~~

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

~~**2.6 Refusal or Discontinuance of Service by Company**~~

~~2.6.1 With Notice:~~

~~A. For failure to pay for service when it is due;~~
~~B. For failure to make proper application for service;~~
~~C. For violation and/or noncompliance with the Commission's Orders or regulations regarding service supplied by the Company;~~
~~D. For violation of any of the Company's rules;~~
~~E. Where there is probable cause to believe that there is illegal or willful misuse of the Company's service;~~
~~F. In the event the validation process determines that the terminating carrier (e.g. an Alternative Local Telephone Service Provider cannot bill the collect call);~~
~~G. In the event the validation process does not produce a bill name and address;~~
~~H. In the event the validation process does not produce any satisfactory billing history.~~

~~2.6.2 Without Notice:~~

~~A. In the event of a condition determined by the Company to be hazardous or dangerous;~~
~~B. In the event of use of equipment in such a manner as to adversely affect the Company's service to others;~~
~~C. In the event of unauthorized use of telephone service;~~
~~D. In the event of fraudulent payment for service or other evidence of an attempt to steal services.~~

~~**2.7 Costs of Collection and Repair**~~

~~Company shall be entitled to recover any and all costs incurred in the collection of monies owed the Company, including legal fees and accounting expenses. Company is also entitled to recover all costs and expenses required for repair or replacement of damaged equipment.~~

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~~2.8 Terminal Equipment~~

~~The Company's facilities and service is used with or terminated in Company provided telephone equipment and communications systems capable of proprietary call management and termination process. 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.~~

~~2.9 Installation and Termination~~

~~Service is installed upon mutual agreement between the correctional institution and the Company.~~

2.10 ~~Billing and~~ Payment for Service, Cont'd.

~~2.10.1 Payment for Service~~

~~The Customer is responsible for payment of all charges for services and equipment furnished to the Customer or to an end user of the Customer by the Company. All charges due by the Customer are payable to the Company or to an agency duly authorized to receive such payments (such as a credit card issuer).~~

~~2.10.2~~ 2.10.3 Validation of Credit

The Company reserves the right to validate the creditworthiness of Customers and billed parties through available verification procedures~~ and to establish a maximum predetermined credit amount. The initial maximum credit amount established is $250 per billing period. Additional calling over the $250 limit may be allowed if a Customer so requests, subject to review of the Customer's payment history with his/her local exchange company~~. 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 confinement facilities~~Incarcerated People in Correctional Institutions in accordance with ~~facility authorized~~Institution-authorized programs. The Company may request that the ~~confinement facility~~Correctional Institution adopt, as part of its program, terms that enable the Company to collect the charges for all ~~inmate~~Incarcerated Person 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 Late Payment Fee

A late payment fee of 1.5% per month will be charged on any past due balance. Any applicable late payment fees will be assessed according to the terms and conditions of the Company or its billing agent and pursuant to Idaho law.

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2.10.5 Return Check Charge

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

2.11 Taxes and Surcharges

The Company reserves the right to bill any and all applicable taxes and surcharges in addition to normal usage charges. All applicable taxes and surcharges are billed as separate line items and are not included in the rates quoted in this Price List.

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

~~**2.10 Billing and Payment for Service (Cont'd.)**~~
~~2.10.3 Deposits~~

~~The Company does not normally require deposits. However the company reserves the right to collect a deposit not to exceed two (2) months estimated charges from customers whose credit history is unacceptable or unknown to the Company. Deposits, if collected, will be collected and maintained in accordance with Commission rules.~~

2.12 Refusal or Discontinuance by Company
~~**2.11 Interconnection with Institution**~~

~~The Company's facilities and service is used in conjunction with Company-provided telephone sets, computers and routers. 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.~~

2.12.1 The Company may terminate service to a Customer, Incarcerated Person, or Institution for nonpayment of undisputed charges or violation of this Price List or provision of law.

~~**2.13 Interconnection with Other Carriers**~~

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

~~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. The Institution is responsible for all charges billed by other carriers for use in connection with the Company's service. Any special interface equipment or facilities necessary to achieve compatibility between carriers is the responsibility of the Institution.~~

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 the Company.

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 Incarcerated Person use of equipment in such a manner as to adversely affect the Company's equipment or service to

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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, Institution, or Incarcerated Person 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.)

~~**2.14 Non-Inmate Customers**~~

~~2.14.1 Validation, and Fraud Prevention Process~~

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

2.13 Inspection, Testing and Adjustment

~~Services~~Upon reasonable notice, the facilities provided by the Company ~~are~~shall be made available to ~~inmates of confinement facilities in accordance with facility authorized programs. The Company may request that the confinement 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~~ 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.

~~amount or becomes past due.~~

~~When an Inmate attempts to place a collect call to a prospective Customer, the Company will initiate a process whereby the prospective Customer is evaluated. This process is a necessary undertaking by the Company in order to protect the Company's ability to collect for the services provided (and similarly limit and prevent unbillable revenues and bad debt), and limit and prevent fraud.~~

2.14 Contracts

Service is offered on a contractual basis to meet specialized requirements of Correctional Institutions. All services with Institutions are provided under contract. Each contract includes a unique mix of services, equipment, and software for blocking, screening, and monitoring calls, and performs other specialized functions as required by the Institution. All similarly situated Institutions are treated on a non-discriminatory basis. The terms of each contract shall be mutually agreed upon between the Correctional Institution and the Company and may include rates not contained in this price list charges for specially designed or constructed services, or other customized features.

~~Accordingly, the Company will validate its Customers' bill-to-number through available verification procedures and establish a maximum predetermined credit amount. Where the Customer's requested billing method cannot be validated, or a maximum credit amount cannot be established, the Company may refuse to provide service except through a Company Direct Bill and/or Prepaid Account basis as set out herein. Furthermore, the Company will use various methods to determine the likelihood of~~

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~~fraud associated with a particular Customer, and in the event the Company determines that such a likelihood exists, the Company may also refuse to provide service except on a Prepaid Account basis with Payments only by money order, Western Union Prepaid Services, or MoneyGram.~~

2.15 Special Pricing Arrangements/Individual Case Bases (ICB) Arrangements

Service may be offered on a contractual basis to meet the specialized requirements of Correctional Institutions. Customized service packages at negotiated rates may be furnished in response to requests by Customers for proposals or for competitive bids. Negotiated rates, terms, and conditions will be set forth in individual Customer contracts. The terms, conditions, obligations and regulation set forth in this price list will be incorporated into, and be part of, said contract, and shall be binding on Company and Customer.

2.16 Call Restrictions

Calling capabilities may be restricted by the administration of the Correctional Institution. 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.

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

~~**2.14 Non-Inmate Customers (Cont'd.)**~~

2.17 Liability of Company

~~2.14.2 Billing through the Customer's Local Exchange Carrier ("LEC")~~

2.17.1 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 Incarcerated Person for the period during which the faults in transmission occur.

~~This option is limited to those Customers who satisfy the Validation and Fraud Prevention procedures described above.~~

2.17.2 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 Price List, 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.

~~Accordingly, billing through the Customer's Local Exchange Carrier is not available when: the Customer's Local Exchange Carrier will not bill the Company's calls; the Customer has reached the local Exchange Carrier's billing limit for collect calls; the Company determines, based upon the review described in Section 3.7.1 above, the Customer is otherwise ineligible to have calls billed on the Local Exchange Carrier's bill; or the Customer accrues a threshold amount of charges as set out in Section 3.4 hereof.~~

2.17.3 The Company shall not be liable for, and shall be fully indemnified and held harmless by Institution, Customer, and Incarcerated Person 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 Price List; or for any act or omission of the Institution, Customer, or Incarcerated Person; 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.

~~2.14.3 Third Party Payment Processors~~

2.17.4 The Company shall not be liable for any defacement of or damages to the premises of an

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Institution resulting from the furnishing of service which is not the direct result of the Company's negligence.

~~The Company has established multiple payment options for Customers who choose to open an account directly with the Company. These payment options are provided by Third Party Service Providers that charge an undiscountable fee to the Customer for processing Customer payments. The Company has negotiated the lowest possible fee with each of these Third Party Payment Processors, and receives no revenue in connection with any such fee. This fee is added to the Customer's payment amount by the Third Party Payment Processor, collected when the Customer makes payment, and paid to the Third Party Payment Processor. These Third Party Payment Processors are Western Union Prepaid Services, MoneyGram, a Phone Payment Processor, and a Website Online Payment Processor.~~

2.17.5 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 Institutor, Customer, or Incarcerated Person.

~~2.14.4 Prepaid Institutional Calling Services~~

~~The Prepaid Customer Account Program ("Program") is available to those Customers whose calls cannot be billed through their Alternative Local Telephone Service Provider. In addition, the Program is available to those Customers who accrue a threshold amount of charges billed through their Local Exchange Carrier within a thirty-to-ninety-day period.~~

~~Customers who do not wish to complete a credit application or do not receive a satisfactory credit score can open a Prepaid Account.~~

2.17.6 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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SECTION 3 - DESCRIPTION OF SERVICE AND RATES

3.1 General

Service is offered to Incarcerated People in Correctional Institutions for outward-only calling. Calls may be billed to residential or business lines. Billing information will be validated.

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 Price List:

3.2.1 Charges are based on the actual usage of the Company'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. For Collect calls, charges apply only if the called party accepts the responsibility for payment.

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 Price List, the minimum initial period for billing purposes is one (1) minute.

3.2.4 Unless otherwise specified in this Price List, 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 or Incarcerated Person indicates that it was billed for an incomplete call, the Company will reasonably issue credit for the call.

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SECTION ~~2~~3 - ~~RULES~~DESCRIPTION OF SERVICE AND ~~REGULATIONS~~RATES, (CONT'D.)

~~2.14 Non-Inmate Customers (Cont'd.)~~

3.3 Calling Restrictions and Safety and Security Measures

For services provided to Incarcerated People, 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 access by Incarcerated People 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 access by Incarcerated People to "911", "411", or local operators reached through "0-" dialing.

4. At the request of the Institution, the Company may block access by Incarcerated People 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. Incarcerated People 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 calls.

8. At the request of the Institution, equipment may be provided which permits monitoring of Incarcerated Person calls by legally authorized government officials.

~~2.14.4 Prepaid~~ **3.4 Institutional Operator Assisted Calling ~~Services (Cont'd.)~~**

~~A. The Customer establishes a Prepaid Account with the Company by depositing money to the Company by one of the payment methods offered by the Company. Payments can be made over the phone or on the web via credit card, check card, or check. The Customer's account number is the ten digit phone number where they wish to receive calls. The Customer will also select a six digit Personal Identification Number or PIN to use in accessing their account information in the future.~~

Institutional operator assisted service allows Incarcerated People to place Collect calls through an automated call processing system. The call processing system prompts the Incarcerated

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Person 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.

~~B. When the Customer receives a call, they are informed the call is from an Inmate and the Customer has the option to accept or decline the incoming call. All security measures associated with an Inmate collect call, as implemented by the Company and the Confinement Facility, will apply.~~

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

~~C. Customers using this pre-payment option will receive a weekly statement listing their call activity, charges, call discounts, and notifying them of their remaining balance. Weekly statements are provided at no charge to the customer. The Customer can contact the Company's customer service toll-free number or visit the Company's website to obtain account balances information twenty-four hours a day. If the Customer's entire account balance is used, the Customer is notified and then the Customer's telephone number is blocked from receiving collect calls from the Confinement Facility served by the company until payment on the account is received. Customers may authorize payment of additional funds via credit card or check card or MoneyGram.~~

~~D. The Company may apply pre-payments to past due charges billed to the Customer by the Local Exchange Carrier.~~

~~E. The account remains open until one of the following events occurs: 1) the balance is depleted; or 2) the Customer requests that the account be terminated.~~

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SECTION ~~2~~3 - ~~RULES~~DESCRIPTION OF SERVICE AND ~~REGULATIONS~~RATES, (CONT'D.)

~~**2.14 Non-Inmate Customers (Cont'd.)**~~
3.5 Calls Using AdvancePay® Accounts

~~2.14.4 Prepaid Institutional Calling Services (Cont'd.)~~

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~~F.~~ 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 ~~Friends and Family Prepaid~~AdvancePay® Account for friends and family who are called parties (Customer) for the payment of Collect calls made to the Customer placed from Institutions served by the Company. Funds in the Customer's account may be used for payment of Collect calls placed by ~~Inmates~~Incarcerated People to only those telephone numbers specified by the Customer. Establishment and maintenance of an account are 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. ~~(T)(M)~~

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~~Incarcerated Person may call.

Additional deposits will be accepted with a $50.00 deposit maximum unless a Correctional Institution requires a different practice. Initial and additional deposits 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 deposits will be subject to applicable taxes and fees.

When an ~~Inmate~~Incarcerated Person places a call, the Customer is informed of both the ~~caller's~~caller's identity and the account balance prior to accepting the call. Customers may also review their account online or contact the Company's toll-free customer service number for account balance information at any time. If the account balance is insufficient, calls placed to the numbers specified by the Customer will not be completed until the account is replenished.

Account holders may seek a refund of unused balances by contacting customer service. Unless applicable law or a Correctional Institution requires a different practice, accounts will become inactive after 180 consecutive days of inactivity or non-use and are subject to conversion as set forth below after 270 consecutive days of non-use or no activity. The Company will make reasonable efforts to inform account holders that their account has unused funds. If the account holder provides sufficient contact information and affirmatively agrees to receive notifications, the Company will provide text message and/or email notice to the account holder of unused funds. Account holders will have ~~180~~270 days from the date of the last ~~call charged to~~activity associated with the account to request a refund of any unused account balance. If an account is used at any point during the inactivity period, the 180-day ~~inactivity~~ period will restart. ~~If the account holder provides sufficient contact information to the Company and affirmatively agrees to receive notifications by text message and/or email from the Company, the Company will provide text message and/or email notice to the account holder 30 days prior to the scheduled expiration of the account.~~ Upon receipt of a verified refund request during the ~~180~~270-day period, any remaining balance in an account will be refunded to the ~~Customer~~account holder after deducting any call charges, applicable taxes, and ~~transaction~~ fees incurred during the current billing cycle. After 270 days of continuous account inactivity, any remaining funds will no longer be available and will be automatically converted to (and used to pay for) audio calling minutes in the Company's free calling program. ~~(T)(M)~~

~~All security measures and Inmate calling restrictions as set forth elsewhere in this tariff are also applicable for any calls made using a Friends and Family Prepaid Account.~~

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SECTION ~~2~~3 - ~~RULES~~DESCRIPTION OF SERVICE AND ~~REGULATIONS~~RATES, (CONT'D.)

~~**2.15 Institutional Collect-Only Calling Service**~~

~~The Company or its Carrier provides Institutional Automated Collect-Only Operator Service to inmates of confinement facilities. Service may be limited by the administrators of the institutions as to availability, call duration or calling scope. Calls are billed to the Called Party. The Called Party must actively accept charges for the call. A per-call service charge applies to each call.~~

~~Institutional automated collect operator service allows inmates to make collect calls to terminating locations anywhere in the State of Idaho. An automated system prompts the caller and the called party through user - friendly instructions. The called party must accept responsibility for payment of the charges 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's system.~~

~~Use of the automated collect calling service is subject to the rules and regulations of the Commission and the institution's administrative restrictions.~~

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SECTION 3 - RATES

3.1 Institutional Collect-Only Service Rates

This Section applies to all Company institutional collect-only service call rates. The Company provides all of its services via individual contracts with Confinement Facilities or applicable governmental entities. As such, these contracts may contain rates less than or equal to (but not higher than) the rates set out herein. The Company will make any of these contracts available to the Commission upon request.

3.1.1 Chargeable Times

Chargeable time begins when a Called Party accepts the charges by positive acceptance through pressing the number "3" on a touch-tone phone. In the absence of acceptance, calls will be terminated and no charges incurred. Chargeable time ends when either the Calling Party or Called Party hangs up or when released by the automatic timing equipment in the telephone.

3.1.2 Institutional Collect-Only Calls

The following rates apply to outbound collect-only operator assisted calls using the Company's network. The minimum call duration for billing purposes is one (1) minute. Additional usage is measured and rounded to the next higher full minute increment for billing purposes.

Collect-Only Call Type	Rate Per Minute
A . Local Collect Calls	$0.50
B . InterLATA Collect Calls	$0.50
C . IntraLATA Collect Calls	$0.50
D . Interstate Collect Calls	$0.25

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SECTION 3 – RATES (CONT'D.)

3.2 Prepaid Institutional Services Rates

This Section applies to all Company prepaid institutional service call rates. The Company provides all of its services via individual contracts with Confinement Facilities or applicable governmental entities. As such, these contracts may contain rates less than or equal to (but not higher than) the rates set out herein. The Company will make any of these contracts available to the Commission upon request.

3.2.1 Chargeable Times

Chargeable time begins when a Called Party accepts the charges by positive acceptance through pressing the number "3" on a touch-tone phone. In the absence of acceptance, calls will be terminated and no charges incurred. Chargeable time ends when either the Calling Party or Called Party hangs up or when released by the automatic timing equipment in the telephone.

3.2.2 Prepaid Institutional Calls

Rates and charges for Prepaid Institutional Services are provided at standard institutional collect rates and charges and are billed on a per minute basis.

Prepaid Call Type	Rate Per Minute
A . Local Prepaid Calls	$0.25
B . InterLATA Prepaid Calls	$0.25
C . IntraLATA Prepaid Calls	$0.25
D . Interstate Prepaid Calls	$0.21

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SECTION 3 – RATES (CONT'D.)

3.3 Ancillary Service Charges **(R)(N)(D)**

3.3.1 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 per transaction

3.3.2 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 per transaction

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

Paper Bill/Statement Fees $2.00 per transaction

3.3.4 Third-Party Money Transmitter Fee

$3.00 per transaction when paid using an automated payment system

$5.95 per transaction when paid using a live agent

3.4 Quick Connect Calls (Single-Call Fee)

$3.00 per transaction when paid using an automated payment system, plus the adopted per-minute rate

$5.95 per transaction when paid using a live agent, plus the adopted per-minute rate

(R)(N)(D)

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3.5 ~~Taxes and Fees~~Calls Using AdvancePay® Accounts, Cont'd.

~~All state and local taxes and any fee imposed by a government entity are listed as separate line items on the Customer's bill.~~

All security measures and Incarcerated Person calling restrictions as set forth elsewhere in this Price List are also applicable for any calls made using an AdvancePay® Account.

3.6 ~~Disputed Charges~~Calls Using Prepaid Debit Accounts

~~Billed party bills shall display the Company toll-free number whereby the billed party can contact the Company to resolve billing complaints. Disputed charges are subject to the conditions described in Section 2.5.1, above.~~

~~3.7 Billing Entity Conditions~~

~~When billing functions on behalf of the Company are performed by billing agents (i.e., local exchange carrier, credit card companies, or other), the payment of charge conditions, tariffs, regulations of such companies and any regulations imposed upon these companies by regulatory bodies having jurisdiction apply, including any applicable tax, applicable interest, and/or late payment charge conditions.~~

~~3.8 Third Party Payment Processors~~

~~Third Party Payment Processors: The Company has established multiple payment options for Customers who choose to open an account directly with the Company. These payment options are provided by Third Party Service Providers that charge an undiscountable fee to the Customer for processing Customer payments. The Company has negotiated the lowest possible fee with each of these Third Party Payment Processors, and receives no revenue in connection with any such fee. This fee is added to the Customer's payment amount by the Third Party Payment Processor, collected when the Customer makes payment, and paid to the Third Party Payment Processor. These Third Party Payment Processors are Western Union Prepaid Services, MoneyGram, a Phone Payment Processor, and a Website Online Payment Processor.~~

A Prepaid Debit Account allows each Incarcerated Person the option to transfer funds from his/her personal account to his/her telephone account or to purchase a voucher to add funds the Prepaid Debit Account. The transfer of funds is managed by Correctional Institution personnel or through a direct interface between the commissary system and/or booking account and the Incarcerated Person phone system. The Prepaid Debit Account is associated with the Incarcerated Person's Personal Identification Number (PIN.) When the Incarcerated Person places a call, he/she has the option of making a Collect call or using funds from the Prepaid Debit Account. Once the Prepaid Debit Account is selected, the Incarcerated Person 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.*, jail management system, Institution, commissary, etc. The Company receives payment from the Institution; it does not engage in direct monetary transactions with the Incarcerated Person.

~~3.8.1 MoneyGram Payment Processing Fee~~

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The Company's system automatically informs the Incarcerated Person of the available usage balance remaining in the Prepaid Debit Account and provides prompts to place the call by entering the destination telephone number. Usage is deducted from the available balance in the account on a real-time basis as the call progresses.

~~An undiscountable fee of $5.95 will be charged to a Customer by MoneyGram each time the Customer chooses to make a deposit through MoneyGram. This fee is referenced in this Price List to advise the Customer of the charge.~~

Unless state law or a Correctional Institution requires a different practice, reasonable efforts will be made to refund any unused funds in a Prepaid Debit Account to the Incarcerated Person upon release of the Incarcerated Person from the Correctional Institution. Refunds are issued by the entity managing the account, which depending on the specific arrangements, is either the Company, the commissary, the Correctional Institution itself or its agent, unless otherwise directed by state law.

All security measures and Incarcerated Person calling restrictions as set forth elsewhere in this Price List are also applicable for any calls made using a Prepaid Debit Account.

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

~~**3.8 Third Party Payment Processors (Cont'd.)**~~

~~3.8.2 Website Online Payment Processing Fee~~

~~An undiscountable fee of $3.00 will be charged to a Customer by the Third Party Website Online Payment Processor each time the Customer chooses to make a payment using a credit card or debit card online for an account with the Company. This fee covers the expenses associated with third-party database verification, validation, fraud prevention services and payment processing available through the Website Online Payment Processor. This fee is referenced in this Price List to advise the Customer of the charge. This fee will not be assessed on those Customers who mail a check or money order to the Company.~~

3.7 Rates and Charges

~~3.8.3 Live Phone Payment Processing Fee~~

Voice calls made using the services set forth in Sections 3.4, 3.5, and 3.6 above shall be charged at the following maximum per-minute rates or less per the request of the Correctional Institution.

~~An undiscountable fee of $5.95 will be charged to a Customer by the Third Party Phone Payment Processor each time the Customer chooses to make a payment using a credit card, debit card over the phone assisted by a live operator for an account with the Company. This fee covers the expenses Associated with third party database verification, validation, fraud prevention services and payment processing available through the Phone Payment Processor. This fee is referenced in this Price List to advise the customer of the charge. This fee will not be assessed on those customers who mail a check or money order to the Company.~~

Pursuant to the FCC's Report and Order, Order on Reconsideration, and Further Notice of Proposed Rulemaking, FCC 25-75 (released November 6, 2025) ("2025 FCC Order"), new per-minute voice calling rates will be implemented at each Correctional Institution in accordance with the standards set forth in the 2025 FCC Order. Once implemented at a specific Correctional Institution, the 2025 FCC Order per-minute voice calling rates will be no more than:

Prison (any ADP)	$0.11 per minute
Large Jail (1000+ ADP)	$0.10 per minute
Medium Jail (350-999 ADP)	$0.12 per minute
Small Jail (100-349 ADP)	$0.13 per minute
Very Small Jail (50-99 ADP)	$0.15 per minute
Extremely Small Jail (0-49 ADP)	$0.19 per minute

~~3.9~~ Pursuant to the ~~Federal Communications Commission's~~FCC'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 that the physical location of the originating and terminating endpoints of the call are in the state. To the extent that location data is not available, a call will be treated as an interstate call and subject to ~~the rates and Ancillary Service Charges set forth in ViaPath Technologies' interstate published rates~~

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~~found at: https://www.gtl.net/legal-and-privacy/federal-tariffs-and-price-lists/~~FCC jurisdiction unless the law requires otherwise.

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