
COMPETITIVE TELECOMMUNICATIONS SERVICE PRICE LIST

This price list, Idaho Price List No. 2, cancels and replaces, in its entirety, the current price list on file with the Commission, Idaho Price List No. 1..

**IDAHO
TELECOMMUNICATIONS PRICE LIST
OF
Telmate, LLC d/b/a ViaPath Technologies**

This 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 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: March 1, 2022

Effective: March 10, 2022

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

**Idaho Public Utilities Commission
Office of the Secretary
ACCEPTED FOR FILING
March 10, 2022
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		PAGE	REVISION
Title	Original			
1	1st Revised	*		
2	Original			
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18.1	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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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.

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 for a call may be billed to the called station, provided the called station accepts responsibility for such calls.

Commission – The Idaho Public Utilities Commission.

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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.

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 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 services are furnished for communications originating in Confinement Facilities within the State of Idaho.

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. The Company may act as the Subscriber's agent for ordering access connection facilities provided by other carriers or entities, when authorized by the Subscriber, to allow connection of a Subscriber's location to the Company network

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

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

2.2.2 The Company reserves the right to discontinue furnishing service, or limit the use of service necessitated by conditions beyond its control or when a Customer, Calling Party, Called Party, Inmate or other person is attempting to steal service or 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 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.

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.

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.

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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 1OXXX+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.

2.2.7 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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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.
- D. Violations of the provisions of this Price List.
- 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 NEGLIGENCE AND CONSEQUENTIAL DAMAGE CLAIMS. IT IS ALSO THE COURT'S RESPONSIBILITY TO DETERMINE THE VALIDITY OF THE EXCULPATORY CLAUSE.

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

2.4 Taxes and Fees

- 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.

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

2.5 Payment for Service

2.5.1 Disputed Charges

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

For charges billed through the Customer's Local Exchange 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 its findings concerning disputed charges. Bill adjustments 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 recoured to the Company.

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 (10) 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

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 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 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 amount or becomes past due.

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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.

2.11 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.

2.13 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. 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.

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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.

Services provided by the Company are 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 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.

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 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.

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COMPETITIVE TELECOMMUNICATIONS SERVICE PRICE LIST

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

2.14 Non-Inmate Customers (Cont'd.)

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

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

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.

2.14.3 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.

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.

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

2.14 Non-Inmate Customers (Cont'd.)

2.14.4 Prepaid Institutional 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.
- 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.
- 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.
- F. Refunds- Customers may request a refund of unused funds by sending a written request to cancel their account to the Company via email at_refunds@telmate.com, fax at 1-800-776-8423, or U.S. mail. The Company will endeavor to refund such monies, provided that no past due charges are owed by the Customer to its local exchange carrier or the Company, within ten to fifteen (10-15) business days from the receipt of the Customer's request. There is no charge for issuing a refund.

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

2.14 Non-Inmate Customers (Cont'd.)

2.14.4 Prepaid Institutional Calling Services (Cont'd.)

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 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 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.

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Upon request, the Company will provide the Customer with a personal identification number (PIN) and a toll-free number to call in order to set up the account information, including the permissible numbers that the Inmate may call.

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 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. Account holders will have 180 days from the date of the last call charged to 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-day period, any remaining balance in an account will be refunded to the Customer after deducting any call charges, applicable taxes, and transaction fees incurred during the current billing cycle.

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 - RULES AND REGULATIONS, (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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COMPETITIVE TELECOMMUNICATIONS SERVICE PRICE LIST

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

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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

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SECTION 3 – RATES (CONT'D.)

3.5 Taxes and Fees

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

3.6 Disputed Charges

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.

3.8.1 MoneyGram Payment Processing Fee

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.

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SECTION 3 – RATES (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.

3.8.3 Live Phone Payment Processing Fee

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.

- 3.9 Pursuant to the Federal Communications Commission’s Third Report and Order, Order on Reconsideration, and Fifth Further Notice of Proposed Rulemaking, FCC 21-60, released May 24, 2021 and effective October 26, 2021 (the “FCC 2021 Order”), the jurisdictional nature of an intrastate call depends exclusively on determining 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 found at: <https://www.gtl.net/legal-and-privacy/federal-tariffs-and-price-lists/> unless the law requires otherwise.

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