

**RATE SCHEDULE FOR:**

**SECURUS TECHNOLOGIES, INC.**  
**4000 International Parkway**  
**Carrollton, Texas 75007**  
**(972) 277-0300**

Applying to Intrastate

Services Between Points

In the State of Arkansas

**SERVICES AND RATE SCHEDULE**

**General**

Service is offered to Inmates of Correctional Institutions in Arkansas. Securus Technologies, Inc.'s ("Securus") service provides automated operator assisted calling for collect calls. Responsibility for payment of charges for calls must be accepted by the Called Party. At the discretion of the institution's administration, service may be limited or restricted for reasons of fraud prevention, security or control.

Charges for calls on Securus' service are computed and billed individually for each call placed through the Company. Rates vary by time of day and day of week. Charges also vary based on call duration. Calls are billed based on usage of Securus' service. No installation charges or fixed monthly recurring charges apply.

**Timing of Calls**

- Long distance usage charges are based on actual usage of Securus' network. Timing of a call begins when the Called Party accepts the charges for the call and the two parties are connected.
- Chargeable time for a call ends upon disconnection by either party.
- The minimum call duration and initial period for billing purposes is one minute.
- Unless otherwise specified in this Rate Schedule, for billing purposes usage is measured and rounded to the next higher full minute.
- No charges apply for incomplete calls or for calls to called parties who do not accept charges for the call (calls are terminated upon the Called Party's refusal to accept responsibility for charges.)

**Time of Day Rate Periods**

The appropriate rates apply for day, evening and night/weekend calls based on the following chart.

TIMES	MON	TUES	WED	THURS	FRI	SAT	SUN
8:00 AM to 4:59 PM	Daytime Period						
5:00 PM to 11:00 PM	Evening Period						
11:01 PM to 7:59 AM	Night/Weekend Period						

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**SERVICES AND RATE SCHEDULE (CONTINUED)**

**Institutional Collect-Only Calling Service**

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

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

For services provided to Inmates of Institutions, the following special conditions apply:

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

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**SERVICES AND RATE SCHEDULE (CONTINUED)**

**Rates**

**Automated Basic Collect Call Service Rates**

**Local:**

\$3.90 First Minute

\$0.01 Each Additional Minute

**IntraLATA Calls**

\$4.64 First Minute

\$0.69 Each Additional Minute

**InterLATA Calls**

\$5.11 First Minute

\$0.69 Each Additional Minute

**Standardized Intrastate Inmate Rates** – the following standardized rate options are available to facilities. First minute and additional minute rates apply regardless of time of day or type of call.

	<b>First Minute</b>	<b>Each Additional Minute</b>
1	\$3.25	\$0.25
2	\$3.25	\$0.75
3	\$3.50	\$0.50
4	\$3.65	\$0.65
5	\$3.75	\$0.75
6	\$3.90	\$0.40
7	\$4.00	\$0.50
8	\$4.05	\$0.55
9	\$4.30	\$0.55
10	\$4.84	\$0.89

**SERVICES AND RATE SCHEDULE (CONTINUED)**

**Collect Calling Rate Options**

**Option 1**

<b>Call Type</b>	<b>First Minute</b>	<b>Each Additional Minute</b>
<b>Local</b>	\$4.701	\$0.751
<b>IntraLATA</b>	\$5.341	\$1.391
<b>InterLATA</b>	\$5.341	\$1.391

**Option 2**

<b>Call Type</b>	<b>First Minute</b>	<b>Each Additional Minute</b>
<b>Local</b>	\$4.201	\$0.251
<b>IntraLATA</b>	\$4.841	\$0.891
<b>InterLATA</b>	\$4.841	\$0.891

**Option 3**

<b>Call Type</b>	<b>First Minute</b>	<b>Each Additional Minute</b>
<b>Local</b>	\$3.581	\$0.581
<b>IntraLATA</b>	\$4.921	\$0.971
<b>InterLATA</b>	\$4.921	\$0.971

**Option 4**

<b>Call Type</b>	<b>First Minute</b>	<b>Each Additional Minute</b>
<b>Local</b>	\$4.90	\$0.95
<b>IntraLATA</b>	\$5.341	\$1.391
<b>InterLATA</b>	\$5.341	\$1.391

**Option 5**

<b>Call Type</b>	<b>First Minute</b>	<b>Each Additional Minute</b>
<b>Local</b>	\$3.79	\$0.14
<b>IntraLATA</b>	\$3.9811	\$0.3311
<b>InterLATA</b>	\$3.41	\$0.61

**SERVICES AND RATE SCHEDULE (CONTINUED)**

**Collect Calling Rate Options (Continued)**

**Option 6**

Call Type	First Minute	Each Additional Minute
Local	\$3.60	\$0.01
IntraLATA	\$3.8411	\$0.1911
InterLATA	\$3.27	\$0.47

**Option 7**

Call Type	First Minute	Each Additional Minute
Local	\$4.201	\$0.251
IntraLATA	\$4.841	\$0.891
InterLATA	\$4.841	\$0.891

**Option 8**

Call Type	First Minute	Each Additional Minute
Local	\$3.60	\$0.50
IntraLATA (DAY)	\$3.80	\$0.70
IntraLATA (EVENING)	\$3.76	\$0.66
IntraLATA (NIGHT/WEEKEND)	\$3.72	\$0.62
InterLATA	\$5.14	\$1.19

**Option 9**

Call Type	First Minute	Each Additional Minute
Local	\$3.40	\$0.28
IntraLATA	\$3.76	\$0.40
InterLATA	\$3.76	\$0.47

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**SERVICES AND RATE SCHEDULE (CONTINUED)**

**Prepaid Service**

Prepaid Calling Cards and Debit Accounts

Where offered by the Confinement Facility, Inmates may either purchase a Prepaid Calling Card or set up a Prepaid Debit Account for calls made by the Inmate User or Authorized User. Prepaid Calling Cards and Debit Accounts provide an alternative method to make calls and are designed for those Inmates who prefer to prepay for their calls. Calls are made by dialing a special access dialing sequence that connects directly to the Company's network at the Confinement Facility. A valid Authorization Code must be entered to access the account.

The Company's system automatically informs the Inmate User or Authorized User of the Prepaid Balance remaining on the Prepaid Calling Card or in the Prepaid Debit Account, and provides prompts to place the call by entering the destination telephone number with area code. Network usage is deducted from the Prepaid Balance on a real time basis as the call progresses. Applicable state taxes and fees are included in the rates and charges for the calls made. On Prepaid Calling Card and Prepaid Debit Account calls, when the Prepaid Balance is one minute prior to depletion, the Inmate User or Authorized User will be interrupted with such an announcement.

Prepaid Calling Card and Debit Account services are available twenty-four (24) hours a day, seven (7) days per week to all terminating locations serviced. Access to such telephone services by an Inmate User may be subject to time-of-day and usage restrictions imposed by individual Confinement Facilities. No minimum service period applies. For debiting purposes, call timing is rounded up to the nearest one (1) minute increment. Usage charges are computed and rounded up to the nearest one (1) cent on a per call basis. Prepaid Balances are not charged for incomplete calls.

Prepaid Calling Cards

The Confinement Facilities that offer the option of Prepaid Calling Cards may purchase Prepaid Calling Cards directly from the Company. Inmates then purchase the Cards from authorized personnel at the Confinement Facilities. The Company does not engage in direct monetary transactions with the Inmate. The Inmate may purchase a Prepaid Calling Card in denominations determined by the Confinement Facility. Prepaid Calling Cards are offered only to Inmates at Confinement Facilities and not to the general public. Prepaid Calling Cards are valid for one hundred eighty (180) days from the date of first usage. Unused Prepaid Balances may be used by the Inmate User or Authorized User following release from the Confinement Facility only through the Company's network by dialing a special toll free access number with automatically connects the call to the Company's network. Unused Prepaid Balances are not refundable nor may Prepaid Calling Cards be replenished upon the depletion of the Prepaid Balance. Inmates may purchase additional cards, as permitted by their Confinement Facility.

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**SERVICES AND RATE SCHEDULE (CONTINUED)**

**Prepaid Service (Continued)**

Prepaid Calling Cards and Debit Accounts (Continued)

Prepaid Debit Accounts

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

AdvanceConnect Accounts

End Users who prefer to pay in advance for Collect Calls that originate from Confinement Facilities, or else if the End User's local exchange carrier does not have a billing and collection agreement with the Company or its intermediary, may set up an AdvanceConnect Account with the Company with an initial payment. The Account is set up with the initial payment and may be replenished by the End User. Applicable state taxes and fees are calculated and deducted from the balance at the conclusion of the call.

When the balance in an AdvanceConnect Account reaches ten dollars (\$10) or below, the End User will receive an automated courtesy call from the Company notifying the End User with such an announcement. If the End User's balance reaches zero prior to replenishment of the Account, the End User will be blocked from receiving further calls from any Confinement Facility served by the Company until the balance is replenished or an alternative billing arrangement is made.

The End User may request a refund of the available balance in the AdvanceConnect Account either by written request to the Company or by contacting the Company at its toll free telephone number once the End User verifies certain account information. Any such unused balances will expire in one hundred eighty (180) days following the last call made, unless the balance is either fully depleted or a refund has been requested. No refunds of unused balances will be issued after the expiration date.

AdvanceConnect Account service is available twenty-four (24) hours a day, seven (7) days a week to all terminating locations served. Access to such services by the Inmate User may be subject to time-of-day and usage restrictions imposed by individual Confinement Facilities. No minimum service period applies. For debiting purposes, call timing is rounded up to the nearest one (1) minute increment. Usage charges are computed and rounded up to the nearest one (1) cent on a per call basis. Balances are not charged for incomplete calls.



**SERVICES AND RATE SCHEDULE (CONTINUED)**

**Prepaid Service (Continued)**

Inmate Debit

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

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

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

Refunds of unused Inmate Debit account balances are issued by the entity controlling the actual cash deposits, which is either the Company, the commissary, the Confinement Facility or its agent, depending on the specific arrangements, unless otherwise directed by state law. Depending on the entity issuing the refund, refund fees and/or minimum refund amounts may apply. The prepaid balance expires ninety (90) days from the date of the last call placed on the Inmate Debit account unless alternative arrangements are expressly requested by the Confinement Facility. No refunds of unused balances will be issued after the expiration date.

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**SERVICES AND RATE SCHEDULE (CONTINUED)**

**Prepaid Service (Continued)**

Prepaid Calling Cards and Debit Accounts

**Option 1**

FIRST MINUTE USATE CHARGE	\$3.50
EACH ADDITIONAL MINUTE USAGE CHARGE	\$0.50

**Option 2**

Rates and charges for prepaid calling services are provided at a ten percent discount off standard operator assisted collect call rates.

**Option 3**

PER MINUTE USAGE CHARGE	\$0.60
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**Option 4**

Rates and charges for prepaid calling card services are provided at the standard contracted collect call rates applicable to the facility requesting prepaid services.

**Option 5**

FIRST MINUTE USAGE CHARGE	\$1.20
EACH ADDITIONAL MINUTE USAGE CHARGE	\$0.60

**Option 6**

PER MINUTE USAGE CHARGE	\$0.75
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**Option 7**

PER MINUTE USAGE CHARGE	\$0.75
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**Option 8**

PER MINUTE USAGE CHARGE	\$0.83
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**Option 9**

PER MINUTE USAGE CHARGE	\$0.90
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**SERVICES AND RATE SCHEDULE (CONTINUED)**

**Prepaid Service (Continued)**

Prepaid Calling Cards and Debit Accounts (Continued)

**Option 10**

<b>Call Type</b>	<b>First Minute</b>	<b>Each Additional Minute</b>
<b>Local</b>	\$3.60	\$0.01
<b>IntraLATA (DAY)</b>	\$3.15	\$0.11
<b>IntraLATA (EVENING)</b>	\$3.18	\$0.14
<b>IntraLATA (NIGHT/WEEKEND)</b>	\$3.22	\$0.18
<b>InterLATA</b>	\$4.42	\$0.62

AdvanceConnect Accounts

The rates for AdvanceConnect Accounts are the same as those for automated Collect Call service.

**SERVICES AND RATE SCHEDULE (CONTINUED)**

**Miscellaneous Fees and Charges**

**Return Check Charge**

A return check charge of \$25.00 will be assessed for checks returned for insufficient funds. Any applicable return check charges will be assessed according to the terms and conditions of the Company or its billing agent and pursuant to Arkansas law.

The below charges and fees become effective March 17, 2016 for Prisons and June 20, 2016 for Jails. Confinement facility charges and fees will not exceed these rate caps.

**Paper Bill/Statement Fees**

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

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

**Payment Fee**

**Automated Payment Fees (where available)** – Credit card payment, debit card payment, and bill processing fees, including fees for payments made by interactive voice response (IVR), web, or kiosk (where available). This fee does not apply to payments mailed to the company or submitted via a customer's online banking service.

Automated payment fees - \$3.00 maximum charge per use

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

Live agent fee - \$5.95 maximum charge per use

**SERVICES AND RATE SCHEDULE (CONTINUED)**

**Contract Services**

At the option of the Company, service may be offered on a contract basis to meet specialized requirements of the Customer not contemplated in this rate schedule. The terms of each contract shall be mutually agreed upon between the Customer and the Company and may include discounts off of rates contained herein, waiver of recurring or nonrecurring charges, charges for specially designed constructed services not contained in the Company’s general service offerings, or other customized features. The terms of the contract may be based partially or completely on the term and volume commitment, type of originating or terminating access, mixture of service or other distinguishing features. Service shall be available to all similarly situated Customers for a fixed contract Customer as specified in each individual contract.

**Contract Location 1**

Non-Sent Paid Local Calls:                   \$3.95 First Minute  
   \$0.01 Each Additional Minute

Prepaid Calling Cards Local Calls:       \$3.60 First Minute  
   \$0.01 Each Additional Minute

**Contract Location 2**

The following rates are applicable to Collect, AdvanceConnect, Prepaid Card and Inmate Debit calls at the contracting facility. First minute and additional minute rates apply regardless of mileage or time of day.

Call Type	First Minute	Each Additional Minute
Local	\$3.60	\$0.01
IntraLATA	\$3.8411	\$0.1911
InterLATA	\$3.27	\$0.4700

**Contract Location 3**

The following rates are applicable to Collect, AdvanceConnect, and Inmate Debit calls at the contracting facilities. First minute and additional minute rates apply regardless of mileage or time of day.

Call Type	First Minute	Each Additional Minute
Local	\$3.12	\$0.12
IntraLATA	\$3.12	\$0.12
InterLATA	\$3.12	\$0.12

**SERVICES AND RATE SCHEDULE (CONTINUED)**

**Contract Location 4**

The following rates are applicable to Collect, AdvanceConnect, and Prepaid Card calls at the contracting facilities. Per minute rates apply regardless of mileage or time of day.

Call Type	Per Minute Rate
Local	\$0.20
IntraLATA	\$0.20
InterLATA	\$0.20