

Rates, Terms and Conditions of Interstate Service

Provided by

Consolidated Communications Public Services, Inc.

CHECK SHEET

This RTC contains the pages listed below, inclusive, each of which is effective as of the date shown on each sheet. Original and revised pages as named below comprise all changes from the original RTC.

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APPLICATION OF TARIFF

This tariff contains the regulations and rates applicable to the furnishing of Resale Interstate Switched Voice Service by Consolidated Communications Public Services, Inc. (CCPS) between Inmates of Confinement Institutions and points within the mainland U.S., Alaska, Hawaii, Guam, Puerto Rico, the Commonwealth of the Northern Mariana Islands (CNMI) and the U.S. Virgin Islands. Service is furnished subject to the availability of facilities and subject to transmission, atmospheric conditions, and like limitations.

STATEMENT OF ORIGINATION

The Company's services are offered from all originating locations throughout the Mainland United States of America.

SECTION 1.0 - TECHNICAL TERMS AND ABBREVIATIONS

1.1 Abbreviations

The following abbreviations are used herein only for the purposes indicated below:

C.O.	-	Central Office
Corp.	-	Corporation
EAEA	-	Equal Access Exchange Area
FCC	-	Federal Communications Commission
IXC	-	Interexchange Carrier
LATA	-	Local Access and Transport Area
LEC	-	Local Exchange Carrier
MTS	-	Message Telecommunications Service
PBX	-	Private Branch Exchange

SECTION 1.0 - TECHNICAL TERMS AND ABBREVIATIONS, *continued*

1.2 Definitions

Access Line - An arrangement which connects the Customer's location to Company's designated point of presence or network switching center.

Authorized User - A person, firm or corporation, or any other entity authorized by the Customer or Subscriber to communicate utilizing the Company's services. An authorized user also may be a consumer as defined herein.

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

Commission - Refers to the Federal Communications Commission.

SECTION 1.0 - TECHNICAL TERMS AND ABBREVIATIONS, *continued***1.2 Definitions, *continued***

Company - Used throughout this RTC to refer to Consolidated Communications Public Services, Inc. unless otherwise clearly indicated by the context.

Confinement Institution - Used throughout this tariff to refer to prisons, jails, penal facilities or other institutions used for penalty purposes which contract with Consolidated Communications Public Services, Inc. for the provision of service for use by their Inmate population.

Consumer – A person who is not a Customer initiating any telephone calls using operator services.

Customer - The person, firm or corporation, or other entity which orders, cancels, amends, or uses service or is responsible for the payment of charges and/or compliance with RTC regulations.

Customer Premises Equipment - Terminal equipment, as defined herein, which is located on the Customer's premises.

Inmates - The confined population of Institutions.

Institutions - See Confinement Institution.

Mainland United States - The forty-eight (48) states within the continental United States of America and the District of Columbia.

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

Pay Telephone - Telephone instruments provided by the Customer or Institution for use by its guests, patrons, visitors, transient third parties or for use by Inmates of Confinement Institutions. Pay Telephones permit the user to place calls to other parties and bill such calls on a non sent-paid or sent paid-basis. To facilitate sent-paid calling, Pay Telephones can be equipped with a credit card reader, coin box, or similar device that allows charges to be collected for each call at the instrument.

Person-to-Person Call - A service whereby the person originating the call specifies a particular person to be reached, or a particular station, room number, department or office to be reached, or an agreed upon alternate.

SECTION 1.0 - TECHNICAL TERMS AND ABBREVIATIONS, *continued***1.2 Definitions, *continued***

Subscriber - The person, firm, corporation, or other legal entity which arranges for services of the Company on behalf of transient third party Consumers. The Subscriber is responsible for compliance with the terms and conditions of this RTC. A Subscriber may also be a Customer when the Subscriber uses services of the Company. See also Traffic Aggregator.

Switched Access - Where access between the Customer and the interexchange carrier is provided on local exchange company Feature Group circuits. The cost of switched Feature Group access is billed to the interexchange carrier.

Terminal Equipment - Devices, apparatus, and associated wiring, such as teleprinters, telephones, or data sets.

United States - For purposes of this RTC the term "United States" includes the Mainland United States of America, Alaska, Hawaii, Puerto Rico, U.S. Virgin Islands, Guam, and the Commonwealth of the Northern Mariana Islands (CNMI).

V & H Coordinates - Geographic points which define the originating and terminating points of a call in mathematical terms so that the airline mileage of the call may be determined. Call mileage is used for the purpose of rating calls.

SECTION 2.0 - RULES AND REGULATIONS

2.1 Undertaking of the Company

- 2.1.1** The Company undertakes to furnish communications service pursuant to the terms of this RTC in connection with two-way communications originating within the Mainland United States and terminating between points within the United States as defined in this RTC. The Company's services and facilities are available twenty-four (24) hours per day, seven (7) days per week.
- 2.1.2** Consolidated Communications Public Services, Inc. arranges for installation, operation, and maintenance of the communications services provided in this RTC for Customers in accordance with the terms and conditions set forth under this RTC.

2.2 Use of the Company's Service

- 2.2.1** Services provided under this RTC may be used by the Customer for any lawful telecommunications purpose for which the service is technically suited.
- 2.2.2** The services the Company offers shall not be used for any unlawful purpose.
- 2.2.3** A Customer may transmit or receive information or signals via the facilities of the Company. The Company's services are designed primarily for the transmission of voice-grade telephonic signals, except as otherwise stated in this RTC. A user may transmit any form of signal that is compatible with the Company's equipment, but the Company does not guarantee that its services will be suitable for purposes other than voice-grade telephonic communication except as specifically stated in this RTC.

SECTION 2.0 - RULES AND REGULATIONS, *continued***2.3 Payment and Credit Regulations****2.3.1 Payment Arrangements**

The Customer is responsible for payment of all charges for services and equipment furnished to the Customer for transmission of calls via the Company. The Customer agrees to pay to the Company any cost(s) incurred as a result of any delegation of authority resulting in the use of his or her communications equipment and/or network services which result in the placement of calls via the Company. The Customer agrees to pay the Company or its authorized agent any and all cost(s) incurred as a result of the use of the service arrangement, including calls which the Customer did not individually authorize.

All charges due by the Customer are payable to any agency duly authorized to receive such payments. The billing agency may be a local exchange telephone company, credit card company, or other billing service. Terms of payment shall be according to the rules and regulations of the agency and subject to the rules of the Commission. Any objections to billed charges must be promptly reported to the Company or its billing agent. Adjustments to Customers' bills shall be made to the extent that circumstances exist which reasonably indicate that such changes are appropriate.

Charges for installations, service connections, moves, and rearrangements, where applicable, are payable upon demand by the Company or its authorized agent. The billing thereafter will include recurring charges and actual usage as defined in this RTC.

SECTION 2.0 - RULES AND REGULATIONS, *continued***2.3 Payment and Credit Regulations, *continued*****2.3.2 Deposits**

- A.** To safeguard its interests, the Company may require the Customer to make a deposit to be held as a guarantee for the payment of charges. A deposit may be required if the Customer's financial condition is not acceptable to the Company or is not a matter of general knowledge. A deposit does not relieve the Customer of the responsibility for the prompt payment of bills on presentation. The deposit will not exceed an amount equal to two and one-half months of the estimated charge for the service for the ensuing twelve months.
- B.** Upon discontinuance of service, the Company shall promptly and automatically refund the Customer's deposit plus accrued interest, or the balance, if any, in excess of the unpaid bills including any penalties assessed for service furnished by the Company.
- C.** Deposits will accrue interest annually at the required interest rate in accordance with Federal Communications Commission rules. Upon request of the Customer, accrued interest shall be annually credited to the Customer by deducting such interest from the amount of the next bill for service following the accrual date.

SECTION 2.0 - RULES AND REGULATIONS, *continued***2.3 Payment and Credit Regulations, *continued*****2.3.3 Advance Payments**

The Company does not normally require advance payments for service. However, for Customers whom the Company determines an advance payment is necessary, CCPS reserves the right to collect an amount not to exceed will not exceed the non-recurring charges and one month's recurring charges. This will be applied against the next month's charges and a new advance payment may be collected for the next month, if necessary. The sum of the deposit and advanced payment will not exceed 2.5 twelfths of the estimated annual charges.

2.3.4 Late Payment Charge

A late fee of 1.5% per month will be charged on any past due balance in accordance with Commission rules.

2.3.5 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 billing entity (i.e. local exchange company and/or commercial credit card company) and pursuant to federal law and Commission regulations.

2.3.6 Validation of Credit

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

Services provided by the Company are available to inmates of 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.

SECTION 2.0 - RULES AND REGULATIONS, *continued***2.4 Taxes and Fees**

The Company reserves the right to bill any and all applicable taxes, fees, governmental or quasi-governmental assessments in addition to normal long distance usage charges, including, but not limited to: Federal Excise Tax, State Sales Tax, Municipal Taxes, Universal Service Funds and Gross Receipts Tax.

2.4.1 Universal Service Fund

In connection with the FCC's Universal Service Orders, the Company will pay a percentage of its retail revenues to support the Universal Service Fund ("USF") the Company will pass-through the USF assessment to its Customers by assessing a surcharge applicable to all interstate and interstate usage charges. This surcharge is in addition to standard usage charges and any applicable service charges and surcharges associated with the Company's service.

Surcharge:	8.70%
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SECTION 2.0 - RULES AND REGULATIONS, *continued***2.4 Taxes and Fees (Cont'd.)****2.4.2 Public Telephone Surcharge**

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

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

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

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

SECTION 2.0 - RULES AND REGULATIONS, *continued***2.5 Refunds or Credits for Service Outages or Deficiencies****2.5.1 Interruption of Service**

Credit allowances for interruptions of service which are not due to the Company's testing or adjusting, to the negligence of the Customer or Subscriber, or to the failure of channels, equipment and/or communications systems provided by the Customer or Subscriber, are subject to the general liability provisions set forth in this RTC. It shall be the obligation of the Customer to notify Company immediately of any interruption in service for which a credit allowance is desired by Customer. Before giving such notice, the Customer shall ascertain that the trouble is not within his or her control, or is not in wiring or equipment, if any furnished by Customer and connected to Company's terminal. Interruptions caused by Customer-provided, Subscriber-provided or Company-provided automatic dialing equipment are not deemed an interruption of service as defined herein since the Customer has the option of using the long distance network via LEC access. For purposes of credit computation every month shall be considered to have 720 hours. For services with a monthly recurring charge, no credit shall be allowed for an interruption of continuous duration of less than two hours. For message rated toll services, credits will be limited to, at maximum, the price of the initial period of individual call that was interrupted.

2.5.2 Inspection, Testing and Adjustment

Upon reasonable notice, the facilities provided by the Company shall be made available to the Company for such tests and adjustments as may be deemed necessary for maintenance in a condition satisfactory to the Company. No interruption allowance will be granted for the time during which such tests and adjustments are made.

SECTION 2.0 - RULES AND REGULATIONS, *continued***2.6 Liability of the Company**

- 2.6.1** 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 for the period during which the faults in transmission occur.
- 2.6.2** 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 RTC, 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.
- 2.6.3** The Company shall not be liable for, and shall be fully indemnified and held harmless by the Customer against any claim or loss, expense, or damage (including indirect, special or consequential damage) for defamation, libel, slander, invasion, infringement of copyright 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 RTC; or for any act or omission of the Customer; 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 gross negligence of the company.
- 2.6.4** The Company shall not be liable for any defacement of or damages to the premises of a Customer resulting from the furnishing of service which is not the direct result of the Company's gross negligence.

SECTION 2.0 - RULES AND REGULATIONS, *continued*

2.7 Refusal or Discontinuance by the Company

The Company may refuse or discontinue service under the following conditions. Unless otherwise specified, the Customer or Subscriber will be given five (5) days written notice and allowed a reasonable time to comply with any rule or remedy any deficiency.

- 2.7.1** For non-compliance with and/or violation of any State or municipal law, ordinance or regulation pertaining to telephone service.
- 2.7.2** For the use of telephone service for any other property or purpose other than that described in the application.
- 2.7.3** For neglect or refusal to provide reasonable access to the Company for the purpose of inspection and maintenance of equipment owned by the Company.
- 2.7.4** For non-compliance with and/or violation of the Commission's regulations or the Company's rules and regulations on file with the Commission.
- 2.7.5** For non-payment of bills for telephone service.
- 2.7.6** Without notice in the event of Customer, Authorized User or Subscriber use of equipment in such a manner as to adversely affect the Company's equipment or the Company's service to others.
- 2.7.7** Without notice in the event of tampering with the equipment furnished and owned by the Company.

SECTION 2.0 - RULES AND REGULATIONS, *continued*

2.7 Refusal or Discontinuance by the Company *continued*

- 2.7.8** Without notice 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 Subscriber 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 revenues resulting from such fraudulent use.
- 2.7.9** For failure of the Customer or Subscriber to make proper application for service.
- 2.7.10** For Customer's or Subscriber's breach of the contract for service between the Company and the Customer, including posting or access requirements as specified to comply with state and federal regulations.
- 2.7.11** When necessary for the Company to comply with any order or request of any governmental authority having jurisdiction.

SECTION 2.0 - RULES AND REGULATIONS, *continued***2.8 Limitations of Service**

- 2.8.1** Service will be furnished subject to the availability of the necessary facilities and/or equipment and subject to the provisions of this RTC.
- 2.8.2** The Company reserves the right to discontinue furnishing service, upon written notice, when necessitated by conditions beyond its control, or when the Customer or Subscriber is using the service in violation of the provisions of this RTC, or in violation of law.
- 2.8.3** 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.
- 2.8.4** The Company reserves the right to discontinue the offering of service or deny an application for service if a change in regulation materially and negatively impacts the financial viability of the service in the best business judgment of the Company.
- 2.8.5** Service may be discontinued by the Company, without notice to the Customer, 1) by blocking traffic to or from certain countries, cities, NXX exchanges, or individual telephone stations, or 2) by blocking calls using certain authorization codes, when the Company deems it necessary to take such action to prevent unlawful use of, or nonpayment for, its services. The Company will restore service as soon as it can be provided without undue risk, and will, upon request by the Customer affected, assign new authorization codes to replace those codes which have been deactivated.
- 2.8.6** The Company will arrange, at the option and request of a Customer or Subscriber, to have direct dial (e.g., completed without the assistance of an operator) calls blocked to international locations, Puerto Rico, and the U.S. Virgin Islands.

SECTION 2.0 - RULES AND REGULATIONS, *continued***2.9 Terminal Equipment**

The Company's facilities and service may be used with or terminated in Customer-provided or Subscriber-provided terminal equipment or systems, such as PBXs, key systems, multiplexers, repeaters, signaling sets, teleprinters, handsets, or data sets. Such terminal equipment shall be furnished and maintained at the expense of the Customer or Subscriber, except as otherwise provided. The Subscriber or Customer is responsible for all costs at his or her premises, including personnel, wiring, electrical power, and the like, incurred in the use of Company's service.

2.10 Interconnection with Aggregator

The Company's facilities and service may be used with or terminated in Aggregator-provided terminal equipment or Aggregator-provided communications systems, such as a telephone set, PBX, pay phone or key system. Such terminal equipment shall be furnished and maintained at the expense of the Aggregator, except as otherwise provided. The Aggregator is responsible for all costs at his or her premises, including personnel, wiring, electrical power, and the like, incurred in the use of the Company's service. 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.

SECTION 2.0 - RULES AND REGULATIONS, *continued*

2.12 Cost of Collection and Repair

The Customer is responsible for any and all costs incurred in the collection of monies due the Company including legal and accounting expenses. The Customer or the Subscriber is also responsible for recovery costs of Company-provided equipment and any expenses required for repair or replacement of damaged equipment.

2.13 Other Rules

2.13.1 The Company reserves the right to refuse to process Third Party Billed, Credit Card or Calling Card billed calls when authorization for use is denied or cannot be validated.

2.13.2 The Company reserves the right to discontinue service, limit service, or to impose requirements on Subscribers or Customers as required to meet changing regulations, rules or standards of the Commission.

2.14 Use of Recording Devices

Subscribers who use recording devices do so at their own risk. Subscribers may use a recording device only in compliance with the requirements of local, state, and federal laws.

SECTION 2.0 - RULES AND REGULATIONS, *continued*

2.15 Customer Complaints and/or Billing Disputes

The Customer has the right to refer billing disputes and any other complaints to the Company at:

Customer Service Department
Consolidated Communications Public Services, Inc.
121 South 17th Street
Mattoon, Illinois 61938

If the Customer is unable to resolve the dispute with the Company, the Customer may contact the Commission at the following address and telephone number:

Federal Communications Commission
9300 East Hampton Drive
Capitol Heights, Maryland 20743

Telephone: 888-225-5322
Facsimile: 202-418-0710

SECTION 3.0 - DESCRIPTION OF SERVICE

3.1 General

CCPS offers automated operator assisted calling for calling within the 48 contiguous United States. Service is designed for the placement of calls by inmates of prisons or confinement facilities. Calls are routed via automated premises equipment to valid NPA-NXX by the switching facilities of CCPS's underlying carrier(s). Rates for service may vary by distance, time of day and duration of the call.

Services provided exclusively for the use of inmates of correctional or confinement institutions may be limited or restricted at the request of the Institution administration. Restrictions include, but are not limited to: call duration limits, call-to number blocking, emergency call blocking, blocked access to a live operator and to alternate carriers, collect or person to person collect only, service availability hours, or other restrictions deemed necessary for the welfare of the institution and safety of the public.

3.2 Service Availability

Service is available to correctional institutions throughout the United States for use by authorized inmates of such institutions.

SECTION 3.0 - DESCRIPTION OF SERVICE, *continued***3.3 Timing of Calls**

Billing for calls placed over the network is based in part on the duration of the call. Timing of each call begins when the called party answers the call (i.e. when two way communications are established.) Answer detection is based on standard industry answer detection methods, including hardware and software answer detection. Call timing ends when either party hangs up.

- 3.3.1** Unless otherwise described in the individual service description in this RTC, calls are measured and billed in one (1) minute increments. The minimum call duration for billing purposes is one (1) minute.
- 3.3.2** There is no billing applied for incomplete calls.
- 3.3.3** When a call is established in one rate period and ends in another rate period, the rate in effect at the calling station applies to the portion of the call occurring within that rate period. When a unit of time is split between two rate periods, the rate applicable to that unit of time is based on the rate period in which it began.

SECTION 3.0 - DESCRIPTION OF SERVICE, *continued*

3.4 Applicable Rate Periods

Unless otherwise indicated elsewhere in this RTC, usage-based rates may be subject to the following time-of-day, day-of-week, and holiday rate periods:

- 3.4.1** Day Rate Period - Applies to that portion of a call occurring from 8:00 AM to, but not including, 5:00 PM Monday through Friday.
- 3.4.2** Evening Rate Period - Applies to that portion of a call occurring from 5:00 PM to, but not including, 11:00 PM Sunday through Friday.
- 3.4.3** Night/Weekend Rate Period - Applies to that portion of a call occurring from 11:00 PM to, but not including 8:00 AM all days, all day Saturday, and Sunday to, but not including 5:00 PM.

SECTION 3.0 - DESCRIPTION OF SERVICE, *continued***3.5 Institutional Collect-Only Calling Service**

CCPS processes one type of call: automated collect. Automated 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. The call processing system collects the billing information of the called party and routes the call through terminating facilities. The called party must accept the charges for the call, or the connection will be dropped.

Calls are measured as described in Sections 3.2, 3.3 and 3.4 of this tariff and rated based on time of day, call duration and mileage. Per-minute usage sensitive charges, as well as a per-call automated operator surcharge apply.

Service may be limited or restricted at the request of the Institution administration. Restrictions include, but are not limited to: call duration limits, call-to number blocking, emergency call blocking, blocked access to a live operator and to alternate carriers, collect or person to person collect only, service availability hours, or other restrictions deemed necessary for the welfare of the institution and safety of the public. All services are offered in conjunction with interstate service.

SECTION 3.0 - DESCRIPTION OF SERVICE, *continued***3.6 Service Offerings**

Prepaid Institutional Calling Services provide alternative methods for inmates in Confinement Institutions and their families to communicate with each other. This service is designed for those who prefer to prepay for calls rather than being billed for collect calls monthly on their local telephone bills, for those who would like to pay for another family member's calls, for those whose credit history is inadequate to receive collect calls, and for those who wish to budget their inmate calls.

Calls are made by dialing either a toll-free access number or other access dialing sequence. Depending on the facility, a Personal Account Code may also need to be entered.

Two options are available with Prepaid Institutional Calling Services. The first option, the Commissary Account, allows the inmate (via the Institution personnel) to set up his/her own prepaid account at the Confinement Institution utilizing the inmate's commissary account; the second option, the Customer Account, allows the called party, usually a family member, who receives collect calls from inmates to set up his/her own prepaid account.

SECTION 3.0 - DESCRIPTION OF SERVICE, *continued***3.6 Prepaid Institutional Calling Services, *continued***

With a Commissary Account, upon notification by the Confinement Institution that an inmate wishes to utilize the Company's Prepaid Institutional Commissary Account Service, a prepaid account is set up by the Company with the Institution's commissary; the Company assigns an authorization code to the inmate, and provides instructions for accessing and using the service. All deposits to the account are paid to and handled by the Institution. The Company receives payment from the Institution; it does not engage in direct monetary transactions with the inmate.

The Company's system automatically informs the caller of the Available Usage Balance remaining in the Prepaid Account, and provides prompts to place the call by entering the destination telephone number. Network usage is deducted from the Available Usage Balance in the account on a real time basis as the call progresses.

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

SECTION 3.0 - DESCRIPTION OF SERVICE, *continued***3.6 Prepaid Institutional Calling Services, *continued***

With a Customer account, the Company is notified by parties (Customers) who receive collect calls from inmates in Confinement Institutions, generally family members, that they wish to utilize the Company's Prepaid Institutional Customer Account Service. A prepaid account is then set up by the Company for the Customer. The inmate will receive an authorization code, and instructions for accessing and using the service. If the payment into the account is provided via the Customer's credit card, credit verification procedures are carried out under the terms specified in Section 2 of this tariff. Deposits to the account are paid to and handled by the Company via arrangement with a specified financial institution. The Company not engage in direct monetary transactions with the inmate.

The Company's system automatically informs the account holder of the Available Usage Balance remaining in the Prepaid Account prior to acceptance of the call. Network usage is deducted from the Available Usage Balance in the account on a real time basis as the call progresses. The account holder will also receive a reminder message when the account balance has one minute of usage remaining. All calls must be charged against an Account that has sufficient available balance. Calls in progress will be terminated by the Company if the balance on the Account is insufficient to continue the call.

SECTION 3.0 - DESCRIPTION OF SERVICE, *continued***3.6 Prepaid Institutional Calling Services, *continued***

Prepaid Institutional Calling Services are available 24 hours a day, seven days per week. Access to telephone service by an inmate may be subject to time of day and usage restrictions imposed by individual Confinement Institutions. No minimum service period applies.

Prepaid Institutional Calling Services may be distance or time of day sensitive. Holiday discounts do not apply. Network usage for Prepaid Institutional Calls is deducted from the Available Usage Balance in full minute increments. 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 penny on a per call basis. Prepaid accounts may be replenished; the minimum initial deposit or replenishment amount is \$25.00.

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