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February 25, 2020
Via Web Filing

Mr. Morris Woodruff, Executive Secretary
Missouri Public Service Commission
200 Madison Street
Suite 500
Jefferson City, MO 65101

RE: Correct Solutions, LLC
Notice of Detariffing

Dear Mr. Woodruff:

Pursuant to SB651, enacted March 20, 2014, please accept this letter as notice that Correct Solutions, LLC ("Company") is electing to be exempt from the requirement to maintain a retail tariff on file with the Commission and is withdrawing in whole its Interexchange Telecommunications Missouri Tariff No. 1, effective February 21, 2020.

The Company will make a Price List available on its website outlining the terms, conditions and rates associated with the services offered by the Company. The hyperlink to the website where the Price List is posted for public inspection is as follows:

<https://www.correctsolutionsgroup.com/friendsfamily>

Any questions you may have regarding this filing should be directed to my attention at 407-740-3005 or via email to swarren@tminc.com. Thank you for your assistance in this matter.

Sincerely,

/s/Sharon R. Warren

Sharon R. Warren
Consultant

cc: LeeAnn Sims - Correct Solutions, LLC
Office of Public Counsel
tms: MOx2001

Enclosures
SW/mp

XO-2020-0255; YX-2020-0141

MISSOURI

INTEREXCHANGE TELECOMMUNICATIONS TARIFF

OF

OF

Correct Solutions, LLC
192 Bastille Lane, Suite 200
Ruston, LA 71270
Telephone: (866) 367-9228
Facsimile: (318) 232-1501

This tariff contains the descriptions, regulations, and rates applicable to the provision of intrastate automated operator assisted calling services for inmates and other incarcerated persons in Correctional or Confinement Institutions, by Correct Solutions, LLC ("Correct Solutions") within the State of Missouri. This tariff is on file with the Missouri Public Service Commission. Copies may be inspected during normal business hours at the Company's principal place of business.

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Effective: July 15, 2013

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CHECK SHEET

Pages listed below are inclusive of this tariff are effective as of the date shown at the bottom of the respective page(s). Original and revised pages as named below comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this page.

PAGE	REVISION		PAGE	REVISION	
Title	Original		20	1 st Revised	*
1	1 st Revised	*	21	1 st Revised	*
2	Original		22	1 st Revised	*
2.1	Original				
3	Original				
4	Original				
5	Original				
6	Original				
7	1 st Revised	*			
8	Original				
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11	Original				
12	Original				
13	Original				
14	Original				
15	Original				
16	Original				
17	1 st Revised	*			
18	Original				
19	1 st Revised	*			

* - indicates those pages included with this filing.

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CHECK SHEET

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2	Original	*	22	Original	*
2.1	Original	*			
3	Original	*			
4	Original	*			
5	Original	*			
6	Original	*			
7	Original	*			
8	Original	*			
9	Original	*			
10	Original	*			
11	Original	*			
12	Original	*			
13	Original	*			
14	Original	*			
15	Original	*			
16	Original	*			
17	Original	*			
18	Original	*			
19	Original	*			

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COMPETITIVE TELECOMMUNICATIONS COMPANY WAIVERS

Correct Solutions, LLC is classified as a competitive telecommunications company in Missouri for which the following statutory and regulatory requirements are waived:

STATUTES:

- 392.210.2 - Accounting Requirements (System of Accounts)
- 392.240.1 - Reasonableness of Rates
- 392.270 - Accounting Requirements (Valuation of Property)
- 392.280 - Accounting Requirements (Depreciation Rates/Accounts)
- 392.290 - Issuance of Stocks, Bonds and Other Indebtedness
- 392.300 - Transfer of Property and Ownership of Stock
- 392.310 - Approval of Issuing Stocks, Bonds and Other Indebtedness
- 392.320 - Certificate of Commission to be Recorded – Stock Dividends
- 392.330 - Accounting Requirements (Proceeds of Sales of Stock, Bonds, Notes, etc.)
- 392.340 - Company Reorganization(s)

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COMPETITIVE TELECOMMUNICATIONS COMPANY WAIVERS, (CONT'D.)**COMMISSION RULES:**

- | | | |
|---|---|--|
| 4 CSR 240-3.520 | - | Applications to Sell or Transfer Assets |
| 4 CSR 240-3.525 | - | Applications to Merge or Consolidate |
| 4 CSR 240-3.530 | - | Applications to Issue Stocks, Obtain Loans |
| 4 CSR 240-3.535 | - | Applications to Acquire Stock |
| 4 CSR 240-3.545(8)(C) | - | Listing of Waivers in Tariff |
| 4 CSR 240-3.550 <i>except for</i>
(5)(B),(D) and (E) | - | Telco Records and Reports |
| 4 CSR 240-3.555 | - | Residential Customer Inquiries |
| 4 CSR 240-3.560 | - | Procedure for Ceasing Operations |
| 4 CSR 240-10.020 | - | Depreciation Records |
| 4 CSR 240-30.020 | - | Residential Telephone Underground Systems |
| 4 CSR 240-30.040 | - | Uniform System of Accounts |
| 4 CSR 240-32.010 | - | General Provisions |
| 4 CSR 240-32.040 | - | Metering, Inspections and Tests |
| 4 CSR 240-32.050 | - | Customer Services |
| 4 CSR 240-32.060 | - | Engineering and Maintenance |
| 4 CSR 240-32.070 | - | Quality of Service |
| 4 CSR 240-32.080 | - | Service Objectives and Surveillance Levels |
| 4 CSR 240-32.090 | - | Connection of Equipment and Inside Wiring |
| 4 CSR 240-32.100 | - | Provision of Basic Local and Interexchange Services |
| 4 CSR 240-32.130-170
<i>Except 32.140 and</i>
32.150(1) | - | Prepaid Calling Cards |
| 4 CSR 240-32.180-190 | - | Caller ID Blocking Requirements |
| 4 CSR 240-33.010 | - | Service and Billing Practice General Provisions |
| 4 CSR 240-33.040 | - | Billing and Payment Standards |
| 4 CSR 240-33.045 | - | Clear Identification and Placement of Charges on Bills |
| 4 CSR 240-33.050 | - | Deposits |
| 4 CSR 240-33.060 | - | Residential Customer Inquiries |
| 4 CSR 240-33.070 | - | Discontinuance of Service |
| 4 CSR 240-33.080 | - | Disputes by Residential Customers |
| 4 CSR 240-33.090 | - | Settlement Agreements with Residential Customers |
| 4 CSR 240-33.130 | - | Operator Service Requirements |
| 4 CSR 240-33.140 <i>except (2)</i> | - | Payphone Requirements |
| 4 CSR 240-33.150 | - | "Anti-Slamming" Requirements |
| 4 CSR 240-33.160 | - | Customer Proprietary Network Information |

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EXPLANATION OF SYMBOLS

The following are the only symbols used for the purposes indicated below:

- (D) - To signify discontinued or deleted material, including a listing, rate, rule or condition.
- (I) - To signify an increase in rates or charges.
- (M) - To signify material relocated from or to another part of this Tariff with no change in text, rate, rule or condition.
- (N) - To signify new material, including a listing, rate, rule or condition.
- (R) - To signify a reduction in rates or charges.
- (T) - To signify a change in the wording of the text, but no change in rate, rule or condition.

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TARIFF FORMAT

- A. Page Numbering** - Page numbers appear in the upper right corner of the page. Pages are numbered sequentially. However, new pages are occasionally added to the tariff. 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. Because of various suspension periods, deferrals, etc., the most current page number on file with the Commission is not always the tariff page in effect. 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 tariff filing is made with the Commission, an updated Check Sheet accompanies the tariff filing. The Check Sheet lists the pages contained in the tariff, 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). The tariff user should refer to the latest Check Sheet to find out if a particular page is the most current on file with the Commission.

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APPLICATION OF TARIFF

This tariff contains the regulations and rates applicable to automated operator assisted services provided by Correct Solutions, LLC for use by inmates and other incarcerated persons in correctional institutions within the State of Missouri.

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SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

Ancillary Service Charge – Any charge Consumers may be assessed for the use of Inmate Calling services that are not included in the per-minute charges assessed for individual calls.

(N)
(N)

Automated Collect Call - Calls billed to the called party that are completed through an automated call processing system. The automated system prompts the call originator and called party. The called party must accept charges for the call and is responsible for payment.

Called Party - The person, individual, corporation or other entity whose telephone number is called. The Called Party is responsible for payment of the charges for use of the Company's automated collect service

Company or Carrier - Correct Solutions, LLC, unless otherwise clearly indicated by the context.

Commission - The Missouri Public Service Commission.

Correct Solutions - Used throughout this tariff to mean Correct Solutions, LLC.

Correctional or Confinement Institutions - Used throughout this tariff to refer to any type of confinement facility, including prisons, jails, work farms, detention centers or other facilities used for penalty or confinement purposes.

Customer or End User - The person, firm, corporation or other entity which uses Correct Solutions service and is responsible for payment of charges and compliance with the Company's tariff.

Inmates - The jailed or confined population of correctional or confinement institutions.

Jail – A facility of a local, state or federal law enforcement agency that is used primarily to hold individuals who are (1) awaiting adjudication of criminal charges; (2) post-conviction and committed to confinement for sentences of one year or less; (3) post conviction and awaiting transfer to another facility. The term also includes city, county or regional facilities that have contracted with a private company to manage day-to-day operations; privately-owned and operated facilities primarily engaged in housing city, county or regional inmates; and facilities used to detain individuals pursuant to a contract with U.S. Immigration and Customs Enforcement.

(N)
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(N)

LEC - Local Exchange Company.

Prison – A facility operated by a territorial, state or federal agency that is used primarily to confine individuals convicted of felonies and sentenced to terms in excess of one year. The term also includes public and private facilities that provide outsource housing to other agencies such as the State Departments of Correction and the Federal Bureau of Prisons; and facilities that would otherwise fall under the definition of a Jail but in which the majority of inmates are post-conviction or are committed to confinement for sentences longer than one year.

(N)
|
|
(N)

Subscriber - The correctional institution which contracts for the Company's service. The Subscriber enters into an agreement with the Company for the provision of automated operator assisted telecommunications services for use by inmates or other incarcerated persons.

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

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SECTION 2 - RULES AND REGULATIONS**2.1 Undertaking of Correct Solutions, LLC**

The Company's services and facilities are furnished for communications originating at correctional or confinement institutions within Missouri and terminating in Missouri. The terms of this tariff apply to the Company's intrastate calls.

The Company provides for the installation, operation, and maintenance of the communications services provided herein in accordance with the terms and conditions set forth under this tariff.

The Company's services and facilities are available twenty-four hours per day, seven days per week subject to restrictions imposed by the administration of the institution.

2.2 Limitations

2.2.1 The Company provides calling services to inmates and other incarcerated persons in Confinement/Correctional Institutions.

2.2.2 Service is offered subject to the availability of the necessary facilities or equipment, and subject to the provisions of this tariff.

2.2.3 The Company reserves the right to suspend or limit service when necessitated by conditions beyond its control, or when the Customer is using service in violation of provisions of this tariff, or in violation of the law.

2.2.4 The Company does not undertake to transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections.

2.2.5 All facilities provided under this tariff are directly or indirectly controlled by the Company and the Subscriber may not transfer or assign the use of service or facilities without the express written consent of the Company.

2.2.6 Service may otherwise be limited at the request of the institution's administration or by rules of the Commission to decrease fraud and maintain security and control over the inmate population.

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**2.3 Use**

Services provided under this tariff may be used for any lawful purpose for which the service is technically suited, limited to the provisions of this tariff.

2.4 Liabilities of the Company

2.4.1 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 (including services and facilities involved in emergency calling activity) transmission provided under this tariff, 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.

2.4.2 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(s) 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.

2.4.3 The Company shall not be liable for any defacement of or damages to the premises of a Subscriber resulting from the furnishing of service which is not the direct result of the Company's negligence.

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**2.5 Terminal Equipment**

Company-provided facilities and service may be used with or terminated in Company provided terminal equipment or communications systems. Such terminal equipment shall be furnished and maintained under contract between the Company and the Subscriber. 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.

2.6 Taxes and Fees

Unless otherwise specified, all state and local taxes (e.g. sales tax, municipal utilities tax) are applied in addition to the quoted rates.

2.6.1 Missouri Universal Service Fund

- A.** When direct bills are rendered, the Company will include a surcharge equal to the Missouri Universal Service Fund percentage assessment ordered by the Missouri Public Service Commission.
- B.** The surcharge will appear as a separate line item detailed as "Missouri Universal Service Fund."
- C.** The surcharge percentage will be applied to the total of each customer's charges for intrastate regulated telecommunications services that meet the definition of net jurisdictional revenues at 4 CSR 240-31.010(12).

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**2.7 Billing and Payment for Service****2.7.1 Payment for Service**

The Customer is responsible for payment of all charges for services furnished to the Customer or to an end user acting as the Customer. All charges due by the Customer are payable to the Company or to any agency duly authorized to receive such payments (such as a local exchange company).

2.7.2 Validation of Credit

The Company reserves the right to validate the creditworthiness of Customers and billed parties and to establish a maximum predetermined credit amount. Where a requested billing method cannot be validated or maximum credit amount established, the Company may require establishment of a prepaid account.

2.7.3 Disputed Charges

For charges billed through the Customer's local exchange carrier, notice from the Customer of disputed charges must be received by the Company within ninety (90) days after the date of the bill is issued. Otherwise, all charges will be considered correct and binding on the Customer.

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

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**2.8 Refusal or Suspension by the Company**

The Company may refuse or suspend service for any of the following reasons:

- A.** For failure of the Customer to pay for service when it is due.
- B.** For Customer's or Subscriber's violation of any of the Company's rules on file with the Commission.
- C.** For failure of the Subscriber to provide the Company reasonable access to its equipment and property.
- D.** For Subscriber's breach of the contract for service between the Company and the Subscriber.
- E.** For a failure of the Subscriber to furnish such service, equipment, and/or rights-of-way necessary to serve said Subscriber as shall have been specified by the Company as a condition of obtaining service.
- F.** When necessary for the Company to comply with any order or request of any governmental authority having jurisdiction.
- G.** In the event of fraudulent use of the service.
- H.** In the event of tampering with the Company's equipment.
- I.** In the event of a condition determined to be hazardous to the Customer or Subscriber, to other Customers of the Company, to the Company's equipment, the public, or to employees of the Company.
- J.** In the event of a Customer's or Subscriber's use of equipment in such a manner as to adversely affect the Company's equipment.

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**2.9 Call Restrictions**

Calling capabilities may be restricted by the administration of the correctional or confinement institutions. The following types of calls will be blocked: directory assistance, 0-, 700, 800, 900, 976, 950, 10XXX, 1+ sent paid, third number billed, credit card and local direct. The institution may block calls to specific telephone numbers and may limit calling service to pre-approved telephone numbers only. Call duration may be limited by the institution.

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SECTION 3 - DESCRIPTION OF SERVICE**3.1 General**

Service is offered to inmates and other incarcerated persons in correctional or confinement facilities for outward-only calling.

Use of the automated collect calling service is subject to institution's administrative restrictions.

3.2 Timing of Calls

3.2.1 Usage charges are based on the actual usage of the Company's network. Timing of a call begins when the called party accepts the charges for the call. Positive response for acceptance of a call is required. A call will be terminated within five (5) seconds from the last message given if no positive response is received.

3.2.2 Chargeable time for a call ends upon disconnection by either party.

3.2.3 The minimum call duration and initial period for billing purposes is one minute.

3.2.4 Unless otherwise specified in this tariff, usage is measured and rounded to the next higher full minute. Usage charges are computed and rounded up to the nearest penny on a per call basis.

3.2.5 No charges apply for incomplete calls or for calls to called parties who do not accept the charges for the call. Correct Solutions will terminate a call if the called party does not accept responsibility for the charges. If a Customer believes he or she has been incorrectly billed for an incomplete call, the Company will, upon notification, investigate the circumstances of the call and issue a credit when appropriate.

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SECTION 3 -DESCRIPTION OF SERVICE, (CONT'D.)**3.3 Institutional Automated Collect Service**

Institutional Automated Collect Service is provided for use by inmates and other incarcerated persons in Correctional Institutions within the state. Interstate service is offered in conjunction with intrastate service.

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. Unless otherwise specified, a per-call service charge and usage rates apply to each call. Calls are billed in full minute increments.

Institutional Automated Collect Service allows inmates to make collect calls to terminating locations anywhere within in the state. An automated system prompts the caller and the called party through 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 automatically terminated.

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SECTION 3 -DESCRIPTION OF SERVICE, (CONT'D.)**3.4 Prepaid Institutional Calling Services****3.4.1 General**

Prepaid Institutional Calling Services provide alternative payment arrangements for inmates in Confinement Institutions. 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.

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.

The called party is automatically informed 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. A reminder message is also provided 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.

Payment for Prepaid Institutional Calling Services and any Available Balance in the Prepaid Account is refundable upon request by the called party. The Available Balance expires three 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.

Two options are available with Prepaid Institutional Calling Services. The first option, the Prepaid Debit Account, allows the inmate to set up his/her own prepaid account at the Confinement Institution; the second option, Prepaid Collect Service, allows the Called Party who receives calls from inmates to set up his/her own prepaid account.

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SECTION 3 -DESCRIPTION OF SERVICE, (CONT'D.)**3.4 Prepaid Institutional Calling Services, (Cont'd.)****3.4.1 General, (Cont'd.)****A. Prepaid Debit Account**

With a Prepaid Debit Account, the inmate is assigned a Personal Identification Number (PIN.) When the inmate places a call, he/she enters the PIN and called telephone number. All deposits to the account are paid to and handled by the Institution. The Company receives payment from the inmate's debit account via 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 Debit 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.

B. Prepaid Collect Service

Prepaid Collect Service is available for use by individuals who receive collect calls from inmates in Confinement Institutions. Once an account is established, all collect calls from the facility to the telephone number associated with the prepaid collect account are automatically processed as prepaid collect. If the payment into the account is provided via 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 vendor.

Payments will be accepted with a \$50.00 payment maximum. Initial and additional payments into the account may be made by cashier's check, money order, credit card, debit card, electronic checking or Western Union. Transaction fees will apply for credit card and check by phone transactions. If payment is made in cash via kiosk, payments will be accepted with a \$100.00 payment maximum. All payments will be subject to applicable taxes. (C)
(C)
(C)
(C)

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SECTION 3 -DESCRIPTION OF SERVICE, (CONT'D.)**3.4 Prepaid Institutional Calling Services, (Cont'd.)****3.4.1 General, (Cont'd.)****A. Prepaid Debit Account**

With a Prepaid Debit Account, the inmate is assigned a Personal Identification Number (PIN.) When the inmate places a call, he/she enters the PIN and called telephone number. All deposits to the account are paid to and handled by the Institution. The Company receives payment from the inmate's debit account via 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 Debit 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.

B. Prepaid Collect Service

Prepaid Collect Service is available for use by individuals who receive collect calls from inmates in Confinement Institutions. Once an account is established, all collect calls from the facility to the telephone number associated with the prepaid collect account are automatically processed as prepaid collect. If the payment into the account is provided via 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 vendor.

The minimum initial deposit or replenishment amount is \$25.00. Additional payments will be accepted with a \$100.00 payment maximum. Initial and additional payments into the account may be made by cashier's check, money order, credit card, debit card, electronic checking or Western Union. Transaction fees will apply for credit card and check by phone transactions. All payments will be subject to applicable taxes.

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SECTION 4 - RATES

4.1 General

Each Customer is charged individually for each call placed through the Company. Customers are charged based on their use of the service. No fixed monthly recurring charges apply.

4.1.1 Time of Day Rate Periods

Rates for service are not time of day sensitive.

4.1.2 Calculation of Distance

Rates for service are not distance sensitive.

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SECTION 4 – RATES, (CONT'D.)**4.2 Institutional Collect Service Rates**

The following rates and charges apply to operator assisted collect calls placed by inmates in correctional institutions using the Company's service. 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.

4.2.1 Rate and Charges**A. Option A****1. Local**

Rate Per Minute:	\$0.20	(C)
		(D)

2. IntraLATA

Rate Per Minute:	\$1.07	(I)
		(D)

3. InterLATA

Rate Per Minute:	\$1.96	(I)
		(D)

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SECTION 4 – RATES, (CONT'D.)**4.2 Institutional Collect Service Rates**

The following rates and charges apply to operator assisted collect calls placed by inmates in correctional institutions using the Company's service. 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.

4.2.1 Rate and Charges**A. Option A****1. Local**

Message Charge Per Call:	\$0.50
Station to Station Surcharge:	\$2.50

2. IntraLATA

Rate Per Minute:	\$0.90
Station to Station Surcharge:	\$2.50

3. InterLATA

Rate Per Minute:	\$1.49
Station to Station Surcharge:	\$6.99

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SECTION 4 – RATES, (CONT'D.)

4.3 Prepaid Collect Institutional Calling Services

4.3.1 Rates and Charges

A. Option A

1. Local

Rate Per Minute:	\$0.20	(C)
		(D)

2. IntraLATA

Rate Per Minute:	\$1.07	(I)
		(D)

3. InterLATA

Rate Per Minute:	\$1.96	(I)
		(D)

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SECTION 4 – RATES, (CONT'D.)**4.3 Prepaid Collect Institutional Calling Services****4.3.1 Rates and Charges**

A per call rate and a per call automated collect call service charge apply to all calls.

A. Option A**1. Local**

Message Charge Per Call:	\$0.50
Station to Station Surcharge:	\$2.50

2. IntraLATA

Rate Per Minute:	\$0.90
Station to Station Surcharge:	\$2.50

3. InterLATA

Rate Per Minute:	\$1.49
Station to Station Surcharge:	\$6.99

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SECTION 4 – RATES, (CONT'D.)

4.4 Prepaid Debit Institutional Calling Services

4.4.1 Rates and Charges

A. Option A

1. Local

Rate Per Minute:	\$0.20	(C)
		(D)

2. IntraLATA

Rate Per Minute:	\$1.07	(I)
		(D)

3. InterLATA

Rate Per Minute:	\$1.96	(I)
		(D)

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SECTION 4 – RATES, (CONT'D.)**4.4 Prepaid Debit Institutional Calling Services****4.4.1 Rates and Charges**

A per call rate and a per call automated collect call service charge apply to all calls.

A. Option A**1. Local**

Message Charge Per Call:	\$0.50
Station to Station Surcharge:	\$2.50

2. IntraLATA

Rate Per Minute:	\$0.90
Station to Station Surcharge:	\$2.50

3. InterLATA

Rate Per Minute:	\$1.49
Station to Station Surcharge:	\$6.99

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SECTION 4 – RATES, (CONT'D.)**4.5 Miscellaneous Charges**

(D)

(D)

4.5.1 Ancillary Service Charges

(N)

- A. 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

- B. 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

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

Paper Bill/Statement Fees \$2.00

(N)

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SECTION 4 – RATES, (CONT'D.)**4.5 Miscellaneous Charges****4.5.1 Billing Cost Recovery Fee**

A Billing Cost Recovery Fee will apply to Customer's telephone bill each month in which local or long distance collect calls are accepted and billed on the Customer's local telephone bill. The purpose of the fee is to recover in part the billing and collection charges assessed by the local exchange carrier serving the Customer. This fee will be charged only once per billing period regardless of the number of calls accepted. The fee will not apply in any billing period in which no collect calls are accepted. This fee does not apply to prepaid services paid for by commercial credit card or other means.

Billing Cost Recovery Fee, per month where applicable \$2.99

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