

PUERTO RICO
INSTITUTIONAL TELECOMMUNICATIONS SERVICE TARIFF
OF
GLOBAL TEL*LINK CORPORATION

This tariff contains the descriptions, regulations, and rates applicable to the furnishing of institutional telecommunications services provided by Global Tel*Link Corporation within Puerto Rico.

Issued: September 10, 2014

Effective: September 10, 2014

Issued by: Tariff Administrator
12021 Sunset Hills Road, Suite 100
Reston, VA 20190

PRn1401

CHECK SHEET

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

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SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

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.

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

Company or Carrier - Global Tel*Link Corporation, unless otherwise clearly indicated by the context.

Commission - Junta Reglamentadora Telecomunicaciones de Puerto Rico, unless otherwise specified.

Correctional or Confinement Facility - 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.

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

SECTION 2 - DESCRIPTION OF SERVICE**2.1 Institutional Operator Assisted 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.

A number of special blocking and screening capabilities are available with institutional operator services provided by the Company. 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:

1. Calls to "900", "976" or other pay-per-call services are blocked by the Company.
2. At the request of the institution, the Company may block 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).
3. At the request of the Institution, the Company may block inmate access to "911", "411", or local operators reached through "0-" dialing.
4. At the request of the Institution, the Company may block inmate access to specific telephone numbers.
5. Availability of the Company's services may be restricted by the institution to certain hours and/or days of the week.
6. At the request of the institution, no notices or signage concerning the Company's services will be posted with its instruments. Information concerning the Company's services is provided to the administration of each institution where the Company's services are offered. Inmates may obtain information regarding rates and charges by requesting such information from the institution's administration.
7. At the request of the institution, the Company may impose time limits on local and long distance calls placed using its services.
8. 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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SECTION 2 - DESCRIPTION OF SERVICE

2.2 Institutional Collect Calling Service

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 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.

SECTION 2 - DESCRIPTION OF SERVICE**2.3 Advance Pay Accounts**

In those areas where the Company does not have a direct billing agreement with the existing local exchange carrier, or upon a Customer's request, the Company will set up a Advance Pay Account with the Called Party (Customer) for payment of collect calls placed from institutions served by Global Tel*Link. Funds in the Customer's Advance Pay account may only be used for payment of collect calls placed by inmates to telephone numbers specified by the Customer. Establishment and maintenance of an Advance Pay Account is 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.

The minimum amount required to set up the Advance Pay Account is \$25.00. Upon request, and after the required minimum payment is received, 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 payments will be accepted with a \$50.00 payment maximum. Initial and additional payments 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 payments will be subject to applicable taxes.

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 contact the Company's toll-free customer service number for account balance information at any time.

If the Advance Pay Account balance becomes depleted, calls placed to the numbers specified by the Customer will be blocked until the Advance Pay Account is replenished.

The Customer may close the Advance Pay Account at any time. At the written request of the Customer (usually upon release of an inmate from an institution), any remaining balance in the Account will be refunded to the Customer after deducting any call charges, applicable taxes and transaction fees incurred during the current billing cycle. Advance Pay Accounts will be automatically dissolved following three months of zero activity (i.e., no calls placed, no account replenishment, no customer service inquiries.)

All security measures and inmate calling restrictions as set forth elsewhere in this tariff are also applicable for any calls made using an Advance Pay Account.

SECTION 2 - DESCRIPTION OF SERVICE**2.4 Prepaid Debit Accounts**

With a Prepaid Debit Account, each inmate has the option to transfer funds from his/her personal account to his/her telephone account. This is accomplished by facility personnel or through a direct interface between the commissary system and/or booking account and the inmate phone system. This account is associated with the inmate's Personal Identification Number (PIN.) When the inmate places a call, he/she has the option of calling collect or prepaid/debit. Once debit is selected, the inmate enters the PIN and called telephone number. All deposits to the account are paid to and handled by the entity managing the account, e.g., JMS, facility, commissary, etc. 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 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.

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

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SECTION 3 – RATES AND CHARGES**3.1 Institutional Collect Service Rates**

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.

3.1.1 Rates and Charges

A. Local:		
Rate Per Minute:		\$0.00
Surcharge Per Call:		\$2.50
B. IntraLATA/InterLATA:		
Rate Per Minute:		\$0.05
Surcharge Per Call:		\$3.75

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SECTION 3 – RATES AND CHARGES

3.2 Advance Pay Accounts

3.2.1 Rates and Charges

A. Local:		
Rate Per Minute:		\$0.00
Surcharge Per Call:		\$2.50
B. IntraLATA/InterLATA:		
Rate Per Minute:		\$0.05
Surcharge Per Call:		\$3.75

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SECTION 3 – RATES AND CHARGES

3.3 Prepaid Debit Accounts

3.3.1 Rates and Charges

- A. Local:**
 - Rate Per Minute: \$0.00
 - Surcharge Per Call: \$2.50

- B. IntraLATA/InterLATA:**
 - Rate Per Minute: \$0.05
 - Surcharge Per Call: \$3.75

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