

PUERTO RICO
INSTITUTIONAL TELECOMMUNICATIONS SERVICE TARIFF
OF
INMATE CALLING SOLUTIONS, LLC

This tariff contains the descriptions, regulations, and rates applicable to the furnishing of institutional telecommunications services provided by Inmate Calling Solutions, LLC within Puerto Rico.

Issued: January 28, 2017

Effective: June 30, 2017

Issued by: Ken Dawson, Director, Contracts and Regulatory
2200 Danbury Street
San Antonio, TX 78217

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

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.

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 ICS' service and is responsible for payment of charges and compliance with the Company's tariff.

Company or Carrier - Inmate Calling Solutions, LLC, 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.

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.

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.

SECTION 2 - DESCRIPTION OF SERVICE

2.1 General

Service is offered to inmates of correctional or confinement facilities for outward-only calling. Collect calls may be billed to residential or business lines. Billing information will be validated.

2.2 Timing of Calls

- 2.2.1** Long distance usage charges are based on the actual usage of ICS'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.
- 2.2.2** Chargeable time for a call ends upon disconnection by either party.
- 2.2.3** The minimum call duration and initial period for billing purposes is one minute.
- 2.2.4** Unless otherwise specified in this price list, for billing purposes usage is measured and rounded to the next higher full minute.
- 2.2.5** No charges apply for incomplete calls or for calls to called parties who do not accept the charges for the call. ICS 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.

SECTION 2 - DESCRIPTION OF SERVICE, (CONT'D.)

2.3 ICS Institutional Automated Collect Operator Service

ICS provides Institutional Automated Collect Operator Service to inmates of confinement facilities. Service may be limited by the administrators of the institutions as to availability, call duration or calling scope. Calls are billed to the Called Party. The Called Party must actively accept charges for the call.

Institutional automated collect operator 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 user - friendly instructions. The called party must accept responsibility for payment of the charges by dialing the designated digit for acceptance. If a call is not accepted within five (5) seconds of the automated voice recording prompt, the automated recording is replayed a second time. If an acceptance digit is not received five (5) seconds after the second recording is completed, the call is terminated by ICS' system.

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

2.3.1 Classes of Calls

Automated Collect Station Calls: are calls which are placed by an Inmate who dials all of the digits required to route the call and who follows the ICS system prompts, enabling the Called Party to accept the charges for the call. If the Called Party does not accept the call, the call is terminated and no billing applies.

SECTION 2 - DESCRIPTION OF SERVICE, (CONT'D.)

2.4 ICS Prepaid Institutional Calling Services

2.4.1 General

ICS Prepaid Institutional Calling Services provide alternative payment arrangements for inmates in Confinement Institutions. This service is designed to offer a calling alternative for the following circumstances:

- A) Called parties who utilize the services of local exchange carriers that do not offer third party billing of collect calls; and
- B) Called parties whose credit history is inadequate to receive collect calls; and
- C) Inmates who wish to utilize their commissary funds for call placement; and
- D) Called parties who wish to budget their monthly expense for collect calls.

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

SECTION 2 - DESCRIPTION OF SERVICE, (CONT'D.)

2.4 ICS Prepaid Institutional Calling Services, (Cont'd.)

2.4.1 General, (Cont'd.)

A. Prepaid Debit Service

With a Debit Card or Debit Account, each inmate has the option to transfer funds from his/her commissary account to purchase a debit card or have calls paid for directly out of the inmate's commissary account. This is accomplished by facility personnel or through a direct interface between the commissary system 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 debit. Once debit is selected, the inmate enters the PIN and called telephone number. All purchases on a Debit 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. Debit cards or Debit Accounts may be purchased in any amount subject to the requirements or restrictions of the Confinement Institution.

The Company's system automatically informs the caller of the amount of purchased services applied to or remaining on the Prepaid Account, and provides prompts to place the call by entering the destination telephone number. The charge for network usage is deducted from the Account on a real time basis as the call progresses.

Debit Card or Debit Account services expire six (6) months from the date of purchase/sale. Since services are consumed in the order purchased, each new purchase will typically reset the expiration timeframe. Consumers may cancel services and request a refund prior to expiration. No refunds will be issued after the service expiration date.

SECTION 2 - DESCRIPTION OF SERVICE, (CONT'D.)**2.4 ICS Prepaid Institutional Calling, (Cont'd.)****2.4.1 General, (Cont'd.)****B. Prepaid Collect Service**

Prepaid Collect Service is available for those parties (Customers) who receive collect calls from inmates in Confinement Institutions. Upon request, a prepaid account is 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. Payments to the account are made to and handled by the Company via arrangement with a specified financial institution. The Company does not engage in direct monetary transactions with the inmate.

The Company's system automatically informs the account holder of purchased services applied to or remaining on the Prepaid Account prior to acceptance of the call. The charge for network usage is deducted from the Account in full minute increments 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.

Prepaid Collect services expire six (6) months from the date of purchase/sale. Consumers may request a refund for any unexpired services. Since services are consumed in the order purchased, each new purchase will typically reset the expiration timeframe. Consumers may cancel services and request a refund prior to expiration. No refunds will be issued after the expiration date.

Initial or additional deposits to prepaid services may be made via selected retail outlets with which the Company may contract to receive Customer payments, or via Western Union, commercial credit card, debit card or e-checks. Payments may be made in any amount.

Prepaid Collect 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.

SECTION 3 - RATES

3.1 General

Each Customer is charged individually for each call placed through the Company.

Customers are billed based on their use of Inmate Calling Solutions, LLC long distance service. No fixed monthly recurring charges apply.

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SECTION 3 - RATES, (CONT'D.)

3.2 ICS Institutional Collect Service Rates

The following rates apply to outbound collect operator assisted calls placed by inmates in correctional institutions using the ICS 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.

3.2.1 Institutional Collect Rates and Charges

A. Local

Rate Per Minute: \$0.25

B. IntraLATA

Rate Per Minute: \$0.25

C. InterLATA

Rate Per Minute: \$0.25

SECTION 3 - RATES, (CONT'D.)

3.3 ICS Prepaid Institutional Calling Services

3.3.1 Prepaid Collect Rates and Charges

A. Local

Rate Per Minute: \$0.22

B. IntraLATA

Rate Per Minute: \$0.22

C. InterLATA

Rate Per Minute: \$0.22

SECTION 3 - RATES, (CONT'D.)

3.4 ICS Prepaid Debit Calling Services

3.4.1 Prepaid Debit Rates and Charges

The following rates are inclusive of all taxes and fees.

A. Local

Rate Per Minute: \$0.22

B. IntraLATA

Rate Per Minute: \$0.22

C. InterLATA

Rate Per Minute: \$0.22

SECTION 3 - RATES, (CONT'D.)

3.6 Ancillary Service Charges

3.6.1 Automated Payment Fees (where available) – Credit Card payment, debit card payment, and bill processing fees, including fees for payments made by interactive voice response (IVR), web, or kiosk (where available).

Automated payment fees \$3.00

3.6.2 Live Agent Fee – A fee associated with the optional use of a live operator to complete Inmate Calling Services transactions.

Live Agent Fee \$5.95

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

Paper Bill/Statement Fees \$2.00