

INTERSTATE & INTERNATIONAL INMATE TELECOMMUNICATIONS SERVICES

---

TITLE SHEET

INTERSTATE & INTERNATIONAL  
RATES, TERMS & CONDITIONS FOR INMATE TELECOMMUNICATIONS

This document contains the descriptions, regulations, and rates applicable to the furnishing of inmate telecommunications services provided by Pay Tel Communications, Inc., with the principal offices at 4230 Beechwood Drive, Greensboro, N.C. 27410. This document applies to telecommunication services furnished by Pay Tel Communications, Inc., from Confinement Facilities to locations between the state within the United States and to international locations. This RTC may be inspected during normal business hours at the Company's principal place of business. A copy may also be obtained by visiting the Company's website, [www.paytel.com](http://www.paytel.com), or by writing the Company.

---

Issued: August 22, 2016

Effective: August 22, 2016

John Vincent Townsend, President  
Pay Tel Communications, Inc.  
P.O. Box 8179  
Greensboro, NC 27419  
1-866-729-8352 ext. 178  
[president@paytel.com](mailto:president@paytel.com)

---

---

INTERSTATE & INTERNATIONAL INMATE TELECOMMUNICATIONS SERVICES

---

---

TABLE OF CONTENTS

|  |    |
|--|----|
| Title Page.....  | 1  |
| Table of Contents.....   | 2  |
| Section 1 – Definitions.....   | 3  |
| Section 2 – Rules and Regulations.....   | 7  |
| Section 3 – Description of Services.....   | 19 |
| Section 4 – Interstate Rates and Charges.....  | 29 |
| Section 5 - International Rates and Charges.....                                     | 36 |
| Section 6 - Rates and Charges for Calls Placed Outside of a Correctional Facility... | 38 |

---

---

Issued: August 22, 2016

Effective: August 22, 2016

John Vincent Townsend, President  
Pay Tel Communications, Inc.  
P.O. Box 8179  
Greensboro, NC 27419  
1-866-729-8352 ext. 178  
[president@paytel.com](mailto:president@paytel.com)

---

---

INTERSTATE & INTERNATIONAL INMATE TELECOMMUNICATIONS SERVICES

---

---

SECTION 1 – DEFINITIONS

Access Line – An arrangement from a local exchange telephone company or other common carrier which connects an inmate telephone to a switching center.

Automated Call Processing System – Equipment that automates the placement of direct billed collect calls, prepaid and/or debit calls including recording of billing information.

Automated Collect Inmate Telecommunications Services – Calls whereby an inmate in a Confinement Facility dials the called number and the call is billed to the called number (collect call) and where call placement and recording of billing information is performed without the assistance of a live operator.

Billed Party – The individual who accepts a collect call, is billed for the call, and responsible for the payment of the applicable charges.

Billing Limit – A dollar value of accepted collect call charges beyond which is deemed to be an at-risk collection.

Called Party – The individual who receives an inmate collect or prepaid call who can either accept or refuse the call.

Called Station – The terminating point of a call (i.e., the called number).

Calling Station – The originating point of a call (i.e., the calling number).

Client – The Confinement Facility Administration or the government entity with which the Company has contracted to provide service.

Collect Call – a Billing arrangement whereby the charge for a call may be billed to the called station, provided the called station accepts responsibility for such calls. See also Direct Bill Program.

---

---

Issued: August 22, 2016

Effective: August 22, 2016

John Vincent Townsend, President  
Pay Tel Communications, Inc.  
P.O. Box 8179  
Greensboro, NC 27419  
1-866-729-8352 ext. 178  
[president@paytel.com](mailto:president@paytel.com)

---

---

**INTERSTATE & INTERNATIONAL INMATE TELECOMMUNICATIONS SERVICES**

---

---

**SECTION 1 – DEFINITIONS** (continued)

**Commission** – Federal Communications Commission.

**Common Carrier** – A company or entity providing telecommunications services to the public and subject to the jurisdiction of the Federal Communications Commission.

**Company** – Pay Tel Communications, Inc.

**Completed Call** – A call is completed when the call is answered and accepted by the Called Party.

**Confinement Facility** – A local, state, or federal facility that has authorized the Company to provide inmate telecommunications services.

**Customer** – The person or legal entity that enters into payment arrangements with the Company for telecommunications services to send or receive calls.

**Debit Calls** – A service where the inmate may place calls using funds transferred from the Inmate's Trust Account.

**Direct Bill Program** – An account is established with the Company by a Customer who completes a credit application and receives a satisfactory credit score. A credit limit is established and calls are billed by the Company directly to the Customer monthly.

**Inactive Prepaid Account Phone Card** – A card issued by the Company to a Prepaid Account Customer when that Customer's account has no activity for a period of at least six (6) months.

**Incomplete Call** – Any call where transmission between the calling and called station is not established (e.g., busy, no answer, billing refused, etc.).

**Inmate** – An individual in a Confinement Facility who uses the Company's telephones services to place a call. An Inmate may use Prepaid Calling Cards and/or Debit Calling through the Confinement Facility's Commissary or Inmate Trust Fund Account and be a Customer of the Company.

**Inmate Calling Service ("ICS")** – Automated, secure calling services provided to inmates of Client Confinement facilities for the purpose of contacting outside parties. (ICS)

**Inmate Telephone** – Any device deployed by Pay Tel within a Client Confinement Facility and capable of completing a telephone call using the Company's ICS call platform.

**Inmate Trust Fund Account** – An Inmate Trust Fund Account is an account established by the Confinement Facility where all funds belonging to an Inmate are placed and maintained.

**Interexchange Carrier ("IXC")** – a company which furnishes interexchange telephone service.

---

---

Issued: August 22, 2016

Effective: August 22, 2016

John Vincent Townsend, President  
Pay Tel Communications, Inc.  
P.O. Box 8179  
Greensboro, NC 27419  
1-866-729-8352 ext. 178  
[president@paytel.com](mailto:president@paytel.com)

---

---

**INTERSTATE & INTERNATIONAL INMATE TELECOMMUNICATIONS SERVICES**

---

---

**SECTION 1 – DEFINITIONS** (continued)

**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; or (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.

**Local Call** – a call originated and terminated within a single exchange or extended local service area.

**Measured Charge** – A charge assessed on a per-minute basis to recover costs associated with the usage component of the call.

**MoneyGram® Payment Processing Fee** – An undiscountable fee charged to a Customer by MoneyGram® each time the Customer chooses to make a cash payment through MoneyGram® for an account with the Company.

**Paper Statement Fee** – A fee charged to any Customer requesting a mailed paper copy of an account statement.

**PayNearMe Payment Processing Fee** – An undiscountable fee charged to a Customer by PayNearMe locations each time the Customer chooses to make a cash payment through PayNearMe for an account with the Company.

**Phone Payment Processing Fee** – An undiscountable fee charged to a Customer by the Third Party Phone Payment Processor when the Customer chooses to make a payment using credit card or check/debit card over the phone for an account with the Company.

**Prepaid Account Program** – A program available to any Customer. An account is established with the Company by a Customer with an initial pre-payment for service. Charges for service provided by the Company are deducted on a per minute or per call real time basis from the Customer's account.

**Prepaid Card for Inmate Customers** – A card issued by the Company which provides an inmate with an Authorization Code and instructions to place calls via the Company's ICS.

**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 of longer than one year.

---

---

Issued: August 22, 2016

Effective: August 22, 2016

John Vincent Townsend, President  
Pay Tel Communications, Inc.  
P.O. Box 8179  
Greensboro, NC 27419  
1-866-729-8352 ext. 178  
[president@paytel.com](mailto:president@paytel.com)

---

---

INTERSTATE & INTERNATIONAL INMATE TELECOMMUNICATIONS SERVICES

---

---

SECTION 1 – DEFINITIONS (continued)

RTC – Rates, Terms & Conditions document which contains the rates charges, rules and regulations adopted by the Company and posted to its website.

Third Party Payment Processors – The Company has established multiple payment options for Customers who choose to open an account directly with the Company. These payment options are provided by Third Party Service Providers that charge an undiscountable fee to the Customer for processing Customer payments. This fee is added to the Customer's payment amount by the Third Party Payment Processor, collected when the Customer makes payment, and paid to the Third Party Payment Processor. These Third Party Payment Processors include, but are not limited to, Western Union® QuickCollect, MoneyGram®, a Phone Payment Processor, and a Website Online Payment Processor.

Toll Call – An interexchange call originating in one exchange and terminating in another that is not part of the local exchange.

Website Online Payment Processing Fee – An undiscountable fee charged to a Customer by the third party Website Online Payment Processor when the Customer chooses to make a payment online using a credit card, check/debit card or check for an account with the Company.

Western Union® QuickCollect™ Payment Processing Fee – An undiscountable fee charged to a Customer each time the Customer chooses to make a cash payment through Western Union® for an account with the Company.

---

---

**INTERSTATE & INTERNATIONAL INMATE TELECOMMUNICATIONS SERVICES**

---

---

**SECTION 2 – RULES AND REGULATIONS****2.1 Undertaking of the Company**

The Company's ICS is furnished for communications originating in Confinement Facilities, and as otherwise set out herein, between states within the United States and to foreign points.

The Company installs, operates and maintains the communications services provided hereunder in accordance with the terms and conditions set forth under this RTC. The Company furnishes its ICS for the benefit of Inmates housed in local, county, and state Confinement Facilities as well as for the benefit of the people Inmates call.

The Company's services are available twenty-four hours per day, seven days a week, subject to the rules of the Confinement Facility.

**2.2 Inmate Calling Service Restrictions**

2.2.1 Service is offered subject to the provisions of this RTC.

2.2.2 The Company reserves the right to discontinue furnishing service, or limit the use of service necessitated by conditions beyond its control or when a Customer, Calling Party, Called Party, Inmate or other person is attempting to steal service or is using service in violation of the law, the rules of the particular Confinement Facility or the provisions of this RTC. The Company may prosecute those who use its services in violation of the law.

The Company may refuse, restrict, or interrupt service to Customers due to insufficient billing information, invalid telephone numbers, invalid commercial credit card numbers, refusal of a called party to accept responsibility for payment, or other circumstances which may prevent the Company from collecting the charges due. The Company may refuse or otherwise restrict the use of some or all billing methods for calling to or from certain parts of the United States or in circumstances where the Company reasonably believes such restrictions are necessary to prevent fraud and uncollectibles.

Service originated from within Confinement Facilities is restricted to permit placement of outward only automated collect, prepaid, or debit calls to locations within the United States and Confinement Facility-authorized foreign countries. All other call-types including direct dial, sent paid and calls charged to calling cards or third numbers are prohibited (other than as specifically set out herein or otherwise expressly authorized by the Company).

---

---

**INTERSTATE & INTERNATIONAL INMATE TELECOMMUNICATIONS SERVICES**

---

---

**SECTION 2 – RULES AND REGULATIONS** (continued)

Use of the Company's service is subject to any conditions or limitations imposed by Confinement Facilities. The Company may restrict or refuse service to any Inmate at the request of the Confinement Facility, and/or limit or prohibit inmate access to certain telephone numbers as specified by the Confinement Facility. Service may be limited at the discretion of the Confinement Facility.

- 2.2.3 Calls by Inmates to Company numbers and other numbers stipulated by Confinement Facility authorities will be blocked in the interest of public safety and to avoid harassment.
- 2.2.4 Calls by Inmates dialed 10XXX+0, 950, 911, 900, 976, 700, 411 and other information calls are blocked.
- 2.2.5 The Company will also block calls in the following circumstances, subject to provisions of this RTC that provide Customers with alternative means for connecting calls:
- A. When the telephone number in question lacks sufficient billing history or billing information;
  - B. When the Local Exchange Carrier identifies multiple lines at a particular address;
  - C. When the Local Exchange Carrier has a collect call block on the line;
  - D. When a Prepaid or Debit Customer's account balance lacks available funds;
  - E. When a Customer's Direct Bill account balance is over the established credit limit.

When a Customer with one of the above circumstances receives a call from an inmate, the call will be connected and a one-minute courtesy call will be provided to the Customer. The Customer can then be transferred to a Customer Service Representative for assistance in opening an account with the Company. The Customer will also be provided instructions to call the Company's 1-800 customer service number where he or she will be told why his or her number is blocked, and the Customer will be given an opportunity to open a Company account twenty-four hours a day, seven days a week.

---

---

INTERSTATE & INTERNATIONAL INMATE TELECOMMUNICATIONS SERVICES

---

---

SECTION 2 – RULES AND REGULATIONS (continued)

2.2.6 The Company will also block calls from Confinement Facilities in the following circumstances and will not provide alternative means for connecting calls:

- A. When the Confinement Facility has placed a block on the phone number;
- B. When the Customer or telephone subscriber has requested a block on his or her phone number;
- C. When a Customer account is in “collection status”, i.e. NSF check, invalid check, fraudulent credit card payment, etc.

2.2.7 Maximum call duration for calls from Confinement Facilities is any maximum duration specified by the Confinement Facility, but otherwise is not less than ten minutes.

2.3 Limitation of Liability of the Company; Indemnification and Related Provisions

2.3.1 The Company’s liability, with respect to the services and facilities provided or operated by the Company, for damages arising out of mistakes, interruptions, acts, omissions, delays, errors or defects in the transmission occurring in the course of furnishing service, and not caused by the negligence, gross negligence, willful misconduct or unlawful conduct of its employees or its agents, in no event shall exceed the amount equal to the pro rata charge to the Customer or Called Party for the period during which the service was provided or the facilities were operated.

The Company will also not be liable for any of the damages to a Confinement Facility resulting from the furnishing of service, including the installation and removal of equipment and associated wiring, unless the damages are directly and proximately caused by the Company’s gross negligence or willful misconduct.

2.3.2 In no event will the Company be liable for consequential, indirect, incidental, special, emotional, exemplary, or punitive damages whatsoever from any interruption, degradation or other defect in the provision of service.

---

---

INTERSTATE & INTERNATIONAL INMATE TELECOMMUNICATIONS SERVICES

---

---

SECTION 2 – RULES AND REGULATIONS (continued)

- 2.3.3 In addition, the Company shall not be liable or otherwise responsible for interruptions of service resulting from the following actions of a Customer or Called Party: 1) when the parties stop talking without hanging up; 2) attempts to make a 3-way call; 3) attempts to answer Call Waiting; 4) attempts to put a call on hold; 5) attempts to transfer a call; 6) use of a cordless phone; and/or 7) use of a wireless communication device.
- 2.3.4 The Company shall not be liable for and shall be indemnified and held harmless by Customers, Calling Parties, Inmates, Called Parties, the Confinement Facility and/or any third parties against:
- A. Claims for libel, slander, or infringement or copyright arising out of the material, data, information, or other content transmitted over the Company's facilities or using the Company's services.
  - B. All loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted or assessed by Customer, Calling Party, Called Party, Inmate, Confinement Facility or any other party or person, for any personal injury or death, or for any destruction of any property, whether owned by a Customer or others, claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, condition, location or use of services, facilities or equipment provided by the Company and arising out of any act or omission of the Customer, Calling Party, Called Party, Inmates, Confinement Facility personnel or any other person in connection with any service, equipment or facility provided by the Company. For purposes of this RTC generally and this provision specifically, no agents, representatives or employees of other carriers or companies shall be deemed to be agents or employees of the Company without prior written authorization by the Company.
  - C. All other claims arising out of any act or omission of the Customer, Calling Party, Called Party, Inmates, Confinement Facility personnel, or any other person in connection with any service, equipment, or facility provided by the Company.
  - D. Violations of the provisions of this RTC.
- 2.3.5 The Company shall not be liable for the unauthorized disclosure of any account or billing information, or the content of any call or conversation made utilizing the Company's facilities or services, collected, obtained, stored, or provided upon request by a person asserting a right to obtain such information, or for any damages resulting from the release, loss, or theft of same.

---

---

INTERSTATE & INTERNATIONAL INMATE TELECOMMUNICATIONS SERVICES

---

---

SECTION 2 – RULES AND REGULATIONS (continued)

- 2.3.6 Any action or claim against the Company arising from any of its alleged acts or omissions in connection with this RTC or the Services provided hereunder will be deemed waived if not brought or made in writing within thirty (30) days from the date that the alleged act or omission occurred.
- 2.3.7 Any provision of this RTC notwithstanding, in no event will the Company's liability for damages arising out of mistakes, interruptions, acts, omissions, delays, errors or defects in the transmission occurring in the course of furnishing service, with respect to the services, equipment and facilities operated or provided by the Company under this RTC exceed pro rata amount of charges incurred.
- 2.3.8 For purposes of this Section 2.3 (Limitation of Liability of the Company), references to the Company include the Company, together with its officers, directors, employees, agents and subcontractors.
- 2.3.9 **THE COMPANY DISCLAIMS ALL REPRESENTATIONS AND WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, FOR OR IN CONNECTION WITH THE USE OR PROVISION OF SERVICES PROVIDED HEREUNDER.**
- 2.3.10 The Company is excused from its obligations hereunder (and from any performance failure in connection therewith), and shall not be liable for any resulting loss or damages whatsoever, to the extent caused, directly or indirectly, by events beyond its reasonable control, including any and all Acts of God, fire, floods, hurricanes, other catastrophes, insurrections, national emergencies, terrorism, wars, strikes, work stoppages or other labor disputes, unavailability of rights-of-way, loss of telecommunication service or power supply to the Customer's, Confinement Facility's or Company's premises, disconnection or unavailability of any other provider's facilities, capacity or services, acts of third parties unrelated to the Company, acts of Company employees or agents when acting beyond the scope of their respective employment or agency, computer viruses, hacking or other outside disruption, and any regulation or other directive, action or request of any governmental authority.

---

---

**INTERSTATE & INTERNATIONAL INMATE TELECOMMUNICATIONS SERVICES**

---

---

**SECTION 2 – RULES AND REGULATIONS** (continued)

- 2.3.11 Customer and any authorized users, jointly and severally, shall indemnify and hold the Company harmless from claims, loss, damage, expense (including attorney fees and court costs), or liability for patent or other intellectual property infringement arising from Customer or any authorized users' (1) combining facilities or services that they have provided or furnished with, or using such facilities or services in connection with, facilities or services that the Company has furnished, or (2) using facilities the Company has furnished in a manner that the Company did not contemplate or intend and over which the Company exercises no control. In the event that any such infringing use is enjoined, Customer or authorized user, at its own expense, shall obtain a license or other agreement so as to extinguish the claim of infringement, terminate the claimed infringing use, or modify such combination so as to avoid any such infringement. In addition and without limitation, Customer or authorized user shall at his or her own expense defend, on behalf of the Company and upon request by the Company, any suit brought or claim asserted against the Company for any such infringement or related claims.
- 2.3.12 The Confinement Facility operator shall be solely responsible and liable for: 1) placing any necessary service orders with the Company; 2) arranging access to the premises by Company personnel or representatives at times mutually agreeable to Company and Confinement Facility operator when required for installation, repair, maintenance, operation, inspection or removal of equipment associated with the provision of Company services; 3) complying on its part with applicable RTC regulations; 4) assuring that its Inmates comply with applicable RTC regulations; 5) providing an uninterrupted, fully functional and good quality power source for the running of Company equipment on the Confinement Facility premises; 6) providing a temperature controlled room suitable for housing the Company's computer and related equipment; and 7) any loss or damage to Company equipment located on the Confinement Facility's premises that occurs as a result of the loss of power or other conditions under the control of the Confinement Facility.
- 2.4 Taxes and Fees

Unless otherwise specified, all taxes and any fee imposed by a governmental entity (e.g. sales tax, municipal utilities tax, telecommunications business license tax, USF assessment) are listed as separate line items and are not included within the rates and charges specified in Section 4. The Customer is responsible for payment of any and all federal, state and local taxes and regulatory or governmental surcharges or fees applicable to the Services, including any applicable municipal or rights-of-way fees, regulatory fees, charges or surcharges for regulatory mandates, excise taxes, sales taxes, and all other applicable fees and taxes.

---

---

Issued: August 22, 2016

Effective: August 22, 2016

John Vincent Townsend, President  
Pay Tel Communications, Inc.  
P.O. Box 8179  
Greensboro, NC 27419  
1-866-729-8352 ext. 178  
[president@paytel.com](mailto:president@paytel.com)

---

---

**INTERSTATE & INTERNATIONAL INMATE TELECOMMUNICATIONS SERVICES**

---

---

**SECTION 2 – RULES AND REGULATIONS** (continued)**2.4.1 FCC Universal Service Fees**

The FCC Universal Service Fees (“USF”) assessed on a Customer’s phone bill, prepaid account, debit card, Prepaid Phone Card, direct bill or other account, are regulated by federal law. The USF is based on a specific percentage of the cost of the calls set by the FCC for interstate and international calls.

**2.5 Payment for Service****2.5.1 Disputed Charges**

Charges billed directly by the Company are due and payable upon receipt. Billed Party bills shall display the Company toll free number whereby the Billed Party can contact the Company to resolve billing disputes. Amounts not paid within thirty (30) days of the invoice will be considered past due. For charges billed directly by the Company, notice from the Customer of a dispute must be received in writing within thirty (30) days after the date of the invoice. Otherwise, all charges will be considered correct and binding upon the Customer.

The Company will promptly investigate and advise all billed parties of its findings concerning disputed charges. Bill adjustments will be made to the extent that circumstances exist which reasonably indicate that such changes are appropriate.

- A. Contact Customer Service: Those persons who have not yet established an account with the Company may contact the Company at 1-800-729-8355 or such other number(s) designated by the Company. The customer will be asked by an automated voice prompt to enter their phone number. When their number is not identified as an active account, the customer will be transferred to a Customer Service Representative for assistance twenty-four hours a day, seven days a week.

A Customer wishing to make a payment can call 1-800-729-8355, select the payment option, and speak with a Customer Service Representative 24 hours a day, 7 days a week.

---

---

**INTERSTATE & INTERNATIONAL INMATE TELECOMMUNICATIONS SERVICES**

---

---

**SECTION 2 – RULES AND REGULATIONS** (continued)

Customers with questions about an account may contact the Company directly at 1-800-729-8355, or such other number(s) designated by the Company, twenty-four hours a day. The Company's automated phone system can provide the Customer with account balance, call and payment activity, information on why an account is blocked, information on how to open an account and answer the most frequently asked questions.

A Customer wishing to speak with a Customer Service Representative to ask a question regarding an account can call 1-800-729-8355 or such other number(s) designated by the Company, during normal business hours and follow the voice prompts to speak with a Customer Service Representative.

The Customer can contact a Company Customer Service Representative via e-mail at [csr@paytel.com](mailto:csr@paytel.com), by fax at 1-800-776-8423, or by mail at the address below, or by such other means as may be designated by the Company:

Pay Tel Communications, Inc.  
Customer Service  
P.O. Box 19290  
Greensboro, NC 27419

All inquiries are addressed the day they are received during normal business hours.

- B. **Contact Customer Relations:** If the Customer is not satisfied with the Company's service or the resolution of any billing issue, the Customer can file a complaint with Customer Relations via e-mail at [customerrelations@paytel.com](mailto:customerrelations@paytel.com). All complaints are addressed by the Customer Relations Manager the day they are received during normal business hours Monday through Friday.
- C. **Contact President:** If the Customer is not satisfied with the Company's service or the resolution of any billing issue, the Customer can contact the President of the Company via e-mail at [president@paytel.com](mailto:president@paytel.com). All inquiries are addressed by the President the day they are received during normal business hours Monday through Friday.
- D. **Contact Better Business Bureau:** The Company is a member in good standing of the Better Business Bureau OnLine Reliability Program. If the Customer is not satisfied with the Company's services, they can use the BBB link on the Company's website home page to file a complaint with the BBB. All complaints are addressed the day they are received during normal business hours.

---

---

**INTERSTATE & INTERNATIONAL INMATE TELECOMMUNICATIONS SERVICES**

---

---

**SECTION 2 – RULES AND REGULATIONS** (continued)

- E. **Contact Commission:** If the Customer is not satisfied with the resolution of intrastate billed charges by the Company, the Customer has the right to express its concerns to the Federal Communications Commission:

Federal Communications Commission  
Consumer & Governmental Affairs Bureau  
Consumer Complaints  
445 12<sup>th</sup> Street, SW  
Washington, D.C. 20554  
Toll Free Number 1-888-CALL-FCC (1-888-225-5322)  
TTY: 1-888-TELL-FCC (1-888-835-5322)  
Fax Number: 1-866-418-0232  
E-mail: [fccinfo@fcc.gov](mailto:fccinfo@fcc.gov)

- F. Customers who are Inmates must utilize the dispute resolution process available at their Confinement Facility.

2.5.2 **Collection of Post-Billing Adjustments**

The Company will exercise its rights, (as set out in the truth-in-billing regulatory statements on the LEC's bill) to pursue collection on unpaid charges for Company services billed by a LEC and recoured to the Company. Upon receipt of post-billing adjustments from a LEC containing a Customer's past due charges for services provided by the Company, the Company or its agents will invoice the Customer directly for those amounts. If the Customer does not contact the Company within thirty (30) days to dispute the validity of the charges, the charges will be presumed valid, and a late payment fee may be assessed.

2.5.3 **Late Payment Fee**

A late payment fee of one and one-half percent (1½ %) per month (18% per annum) or the amount designated by statute, if any (whichever is less), may be applied by the Company to its Customer's invoiced amounts, if an outstanding invoice for services has not been paid in full thirty (30) days from the invoice date. Where the Company elects to apply late payment fees, it will provide notice to the Customer on the invoice(s) to which such charges will be applicable.

2.5.4 **Returned Check Charge**

The Company will charge a fee, not to exceed \$25.00 or the amount approved by the applicable State law, for each check returned for insufficient funds.

---

---

**INTERSTATE & INTERNATIONAL INMATE TELECOMMUNICATIONS SERVICES**

---

---

**SECTION 2 – RULES AND REGULATIONS** (continued)**2.5.5 Costs of Collection and Repair**

The Company shall be entitled to recover any and all costs, including attorneys' fees, court costs, and the costs of litigation and accounting expenses, incurred in the collection of monies owed to the Company for any services provided by the Company. The Company shall also be entitled to recover all costs and expenses required for repair or replacement of damaged equipment.

**2.5.6 Backbilling Procedures**

The Company may render or adjust an invoice to the Customer at any time up to ninety (90) days from the date on which the services were provided by the Company. Where fraud or other unlawful activity has occurred with respect to the use or misuse of the Company's services by any person, the Company may invoice such person for up to one (1) year from the date on which the services were provided by the Company.

**2.6 Refusal or Suspension of Service by Company**

2.6.1 The Company may block or suspend service to a Customer without liability by providing expedited notice via delivery of an automated telephone call or electronic mail message to the Customer, for the following causes:

- A. When Customer's Direct Bill Account balance exceeds the established credit limit – *Notice is provided to Customer prior to and after such balance reaches the credit limit.*
- B. When Customer's Prepaid Account balance exhausts available funds – *Notice is provided to Customer prior to and after available funds are depleted.*
- C. In the event the validation process does not indicate a valid name, number and/or address for billing purposes – *Notice is provided to Customer at the time of the call attempt, advising Customer to contact Company and establish appropriate payment arrangements.*

---

---

**INTERSTATE & INTERNATIONAL INMATE TELECOMMUNICATIONS SERVICES**

---

---

**SECTION 2 – RULES AND REGULATIONS** (continued)

- F. In the event the validation process does not indicate a satisfactory billing history – *Notice is provided to Customer at the time of the call attempt, advising Customer to contact Company and establish appropriate payment arrangements.*
  - G. Other causes as specified in Section 2.2 Inmate Telephone Service Restrictions above. *Notice is provided to Customers prior to and after the activity when feasible.*
- 2.6.2 The Company may block or suspend service to a Customer without liability and without notice in the event of one or more of the following circumstances:
- A. Customer use of the Customer's or Company's equipment or the Company's service in such a manner as to actually or potentially adversely affect the Company's equipment, financial viability, or service to others;
  - B. A condition determined by the Company to be hazardous or dangerous;
  - C. Where there is reasonable cause to believe that there is illegal or willful misuse of the Company's service;
  - D. In the event of fraudulent payment or non-payment for services or other evidence of an attempt to steal services from the Company;
  - E. For failure of the Confinement Facility to provide the Company reasonable access to its equipment and property.
  - F. For the Confinement Facility's breach of the contract for service between the Company and the Subscriber.
  - G. For a failure of the Confinement Facility to furnish such service, equipment, and/or rights-of-way necessary to serve said Confinement Facility as shall have been specified by the Company as a condition of obtaining service.
  - H. When necessary for the Company to comply with any order or request of any governmental authority having jurisdiction

---

---

INTERSTATE & INTERNATIONAL INMATE TELECOMMUNICATIONS SERVICES

---

---

SECTION 2 – RULES AND REGULATIONS (continued)

- I. In the event of unauthorized use of Customer's or Company's telephone service;
- J. Violation of and/or noncompliance with the Commission's orders, rules, or regulations governing the service provided under this RTC; or
- K. Violation of any rule, policy, or request of a Confinement Facility or any governmental authority having jurisdiction over the Company and/or the service provided under this RTC.

2.7 Cooperation

Customer shall cooperate, and shall cause Customers to cooperate, with the Company to the extent necessary for the Company to discharge its obligations hereunder and as reasonably requested by the Company.

2.8 Governing Law

This RTC is to be governed by and construed in accordance with the rules and orders of the Commission and the laws of the State of North Carolina.

2.9 No Third Party Beneficiary

This RTC does not create a beneficial interest for, or create any rights enforceable by, any persons other than Company or Customer.

2.10 Other Documents

References to other documents or instruments (including Commission or other governmentally issued statutes and rules) refer to such documents or instruments as amended from time to time.

2.11 Severability and Survival

Should any provision or portion of this RTC be held by a governmental authority or court of law to be illegal, invalid or unenforceable, the remaining provisions of this RTC will remain in full force and effect. The following provisions of this RTC will survive any termination of service: Section 2.3 (Limitation of Liability of the Company), Section 2.5 (Payment for Service) and any other provision that, by its terms or by any reasonable interpretation thereof, is intended to survive such service termination.

---

---

Issued: August 22, 2016

Effective: August 22, 2016

John Vincent Townsend, President  
Pay Tel Communications, Inc.  
P.O. Box 8179  
Greensboro, NC 27419  
1-866-729-8352 ext. 178  
[president@paytel.com](mailto:president@paytel.com)

---

**INTERSTATE & INTERNATIONAL INMATE TELECOMMUNICATIONS SERVICES**

---

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

The Company provides telecommunications services for the benefit of Inmates in local, county and state Confinement Facilities throughout the United States. Service provided under this RTC is interstate voice telecommunications service between states in the United States and international locations. Originating points of service are generally limited to Inmate telephones owned or operated by the Company in Confinement Facilities and made available for the use of Inmates, however certain calls may originate from other points of service as further described in Section 7 of this RTC.

Services within Confinement Facilities are provided on an automated basis through Inmate telephones, automated call processors and oversubscribed facilities of various telecommunications providers. These facilities include, but are not limited to, broadband access lines (e.g. T-1, DSL), MultiProtocol Label Switching (“MPLS”) equipment and services, Integrated Services Digital Network (“ISDN”), and payphone service provider access lines. The Company will choose appropriate facilities for the provision of its services based upon Confinement Facility requirements and the Company’s evaluation of cost, reliability, and network function.

Collect, Prepaid and Debit Call inmate telephone service consists of the provision of automated operator service by means of an Automated Call Processing System. To complete and arrange billing for calls, automated service is provided by means of a microprocessor which uses recorded voice prompts which prompt parties to the call through the process of completing the call. The microprocessor responds to the Called Party’s input of information by automatically processing and transmitting the information to establish a valid billing procedure for the call and to complete the call.

Consistent with applicable law governing the provision of telecommunications services to inmates in Confinement Facilities and restrictions based upon the provision of such services by Confinement Facilities, the Company’s inmate telecommunications services are provided as follows:

- 3.1.1 Only automated collect calls and authorized Prepaid Card calls or Debit Calls placed using funds from an Inmate’s Commissary or Inmate Trust Fund Account.
- 3.1.2 The automated voice prompts identify the Company, audibly and distinctly, to the Customer at the beginning of each call, and again before the Billed Party incurs any charge for the call.
- 3.1.3 The Inmate and/or the Called Party receiving the call can terminate the call at no charge before the call is accepted.
- 3.1.4 The Company shall disclose to the Customer, upon request and at no charge, a quote of its rates and charges for the call.
- 3.1.5 The Company shall post notices in each Confinement Facility where the Company provides service containing the Company’s contact information along with information on how the service is provided.

---

Issued: August 22, 2016

Effective: August 22, 2016

John Vincent Townsend, President  
Pay Tel Communications, Inc.  
P.O. Box 8179  
Greensboro, NC 27419  
1-866-729-8352 ext. 178  
[president@paytel.com](mailto:president@paytel.com)

---

---

**INTERSTATE & INTERNATIONAL INMATE TELECOMMUNICATIONS SERVICES**

---

---

**SECTION 3 – DESCRIPTION OF SERVICE** (continued)**3.2 Timing of Calls**

Charges begin once the Called Party accepts a call. After the system verifies acceptance, timing begins.

There shall not be a charge for unanswered calls or non-accepted collect calls. Upon receiving reasonable and adequate notification from Customer of a billing error for any such call, and verifying such error, the Company or an authorized agent will issue a credit to the Customer in an amount equal to the charge for the call.

**3.3 Monitoring and Recording of Inmate Calls**

The Company installs and maintains call origination equipment (Inmate telephone service systems) with monitoring and recording capabilities in Confinement Facilities that request and contract for such equipment. The Company has a Monitoring and Recording policy that prohibits any employee from recording, listening to or disclosing the contents of telephone recordings except as authorized in accordance with all applicable state and federal laws, including Title III of the Omnibus Crime Control and Safe Streets Act of 1968, as amended (the “Act”), 18 U.S.C.A. §2511 (c) and (d).

The Monitoring and Recording Policy provides the guidelines for law enforcement officials to monitor and record non-privileged Inmate conversations. It also provides guidelines for Company employees to respond to law enforcement investigations, analyze recordings for the purpose of quality control (voice and volume), and review recordings for the purpose of telephone fraud investigation.

Prior to recording any conversation, the Calling Party (the Inmate) and the Called Party are both notified that the call will be recorded and may be monitored. After the call is answered this notification is provided before and after the call is accepted. Calls between an Inmate and attorney are not recorded if the attorney provides his or her phone numbers to the Confinement Facility to block recording.

**3.4 Rate Quotes**

The Customer prior to accepting a collect call can receive a quote for the call by pressing a single digit. The Customer can also receive a rate quote by calling the Company’s toll free customer service number twenty-four hours a day.

---

---

**INTERSTATE & INTERNATIONAL INMATE TELECOMMUNICATIONS SERVICES**

---

---

**SECTION 3 – DESCRIPTION OF SERVICE** (continued)**3.5**     Inmate Customers**3.5.1**   Prepaid Cards

Inmates may obtain Company Prepaid Cards (in various denominations) directly from the Confinement Facility. All monetary transactions involving Inmates take place between the Confinement Facility and the Inmate, and are under the direct and complete control of the Confinement Facility.

The Inmate obtains access to the Company's Prepaid Card Services by pressing a predetermined digit on the keypad to access the Company's prepaid card platform. The Inmate must then input a valid Authorization Code to access an account. At the beginning of each call, the Inmate is informed of the remaining balance on the card. The Inmate then inputs the destination number. Network usage will be debited from the available funds on the card on a real time basis and in full minute increments as the call progresses. Call timing is rounded up to the nearest one (1) minute increment after the initial minimum period of one (1) minute. Inmate will be provided with an announcement when the account balance is one (1) minute prior to exhaustion. The Inmate can transfer a balance from one card to another card. Prepaid cards will expire twelve (12) months from date of initial use. The Called Party is provided the name of the Confinement Facility and the name of the Inmate calling prior to being offered the option to accept or refuse the incoming prepaid call.

Following release from a Confinement Facility, an inmate may request a refund or a Prepaid Phone Card by sending the card to the Company at the address printed on the card. Refund requests must be submitted to the Company within twelve (12) months from date of initial use. A refund will be issued to the Customer within ten (10) to fifteen (15) business days from receipt of the Customer's card.

---

---

**INTERSTATE & INTERNATIONAL INMATE TELECOMMUNICATIONS SERVICES**

---

---

**SECTION 3 – DESCRIPTION OF SERVICE** (continued)**3.5.2 Debit Calls**

When made available by the Confinement Facility, the Inmate may place debit calls using funds transferred from the Inmate's Trust Account. The Inmate selects the debit account option and inputs the destination number. At the beginning of the call the Inmate is informed of the remaining balance in the debit account. Network usage will be debited from the funds available in the debit account on a real time basis and in full minute increments as the call progresses. Call timing is rounded up to the nearest one (1) minute increment after the initial minimum period of one (1) minute. Inmates will receive an announcement when the account balance is one minute prior to exhaustion.

The Called Party will receive the name of the Confinement Facility and the name of the Inmate calling prior to being offered the option to accept or refuse the incoming debit call.

At the time of release or transfer from a Confinement Facility, the debit account balance will be transferred by the Facility Trust Accounting System to the Inmate's Trust Account for refund, or if a transfer of funds is not provided by the Trust Accounting System, the inmate will be provided with a Prepaid Phone Card with instructions on how to activate the card.

**3.6 Non-Inmate Customers****3.6.1 Validation, and Fraud Prevention Process**

When an Inmate attempts to place a collect call to a prospective Customer, the Company will initiate a process whereby the prospective Customer is evaluated. This process is a necessary undertaking by the Company in order to protect the Company's ability to collect the charges for the services provided (and similarly limit and prevent unbillable revenues and bad debt), and to limit and prevent fraud.

Accordingly, the Company will validate its Customers' bill-to-number through available verification procedures and establish a maximum predetermined credit amount. Where the Customer's requested billing method cannot be validated, or a maximum credit amount cannot be established, the Company may refuse to provide service except through a Company Direct Bill and/or Prepaid Account as set out herein. Furthermore, the Company will use various methods to determine the likelihood of fraud associated with a particular Customer, and in the event the Company determines that such a likelihood exists, the Company may also refuse to provide service except on a Prepaid Account basis with payments only by money order, Western Union® Quick Collect, or MoneyGram®.

---

---

Issued: August 22, 2016

Effective: August 22, 2016

John Vincent Townsend, President  
Pay Tel Communications, Inc.  
P.O. Box 8179  
Greensboro, NC 27419  
1-866-729-8352 ext. 178  
[president@paytel.com](mailto:president@paytel.com)

---

---

**INTERSTATE & INTERNATIONAL INMATE TELECOMMUNICATIONS SERVICES**

---

---

**SECTION 3 – DESCRIPTION OF SERVICE** (continued)**3.6.2 Billing Entity Conditions**

When billing functions on behalf of the Company are performed by billing agents (i.e., credit card companies, or other), the payment of charge conditions, tariffs, regulations of such companies and any regulations imposed upon these companies by regulatory bodies having jurisdiction apply, including any applicable tax, applicable interest, and/or late payment charge conditions.

**3.6.3 Third Party Payment Processors**

The Company has established multiple payment options for Customers who choose to open an account directly with the Company. These payment options are provided by Third Party Service Providers that charge an undiscountable fee to the Customer for processing Customer payments. This fee is added to the Customer's payment amount by the Third Party Payment Processor, collected when the Customer makes payment, and paid to the Third Party Payment Processor. These Third Party Payment Processors include (but are not limited to) Western Union® Quick Collect, MoneyGram®, a Phone Payment Processor, and a Website Online Payment Processor.

**3.6.4 Direct Bill Account Program**

The Direct Bill Account Program ("Program") is available as follows:

- A. To participate in the Direct Bill Program, the Customer must complete a credit application and receive a satisfactory credit score. The credit application can be taken over the phone or completed on the Company website.
- B. If the Customer receives a satisfactory credit score, all future billing will be by the Company directly to the Customer. The Company will obtain the address of the Customer and begin the billing process from the date the Customer is approved for the Direct Bill Program.
- C. With the first bill, the Customer is notified of the Billing Limit established by the Company's credit policies, and the Company's address and toll-free Customer Service telephone number. Information about the average cost of calls received from the Confinement Facility is also provided to assist the Customer in budgeting telecommunications expenses.

---

---

**INTERSTATE & INTERNATIONAL INMATE TELECOMMUNICATIONS SERVICES**

---

---

**SECTION 3 – DESCRIPTION OF SERVICE** (continued)

- D. Thereafter, Direct Bill Customers are invoiced monthly.
- E. If a Customer's bill exceeds the Billing Limit established by the Company, the Customer is notified and then the Customer's telephone number is blocked from receiving collect calls from Confinement Facilities served by the Company until payment on the account is received.
- F. Direct Bill Customers are invoiced monthly, and the outstanding balance is due and payable upon receipt. To avoid any interruption in service, the outstanding balance must be paid within thirty (30) days from the date of the invoice. A late payment fee of one and one-half percent (1½%) per month (18% per annum) or the amount designated by statute, if any (whichever is less), may be applied by the Company to its Customers' invoiced amounts if an outstanding invoice for services has not been paid in full thirty (30) days from the invoice date.

**3.6.5 Prepaid Account Program**

The Prepaid Account Program ("Program") is available to Customers do not wish to complete a credit application or do not receive a satisfactory credit score can open a Prepaid Account.

- A. The Customer establishes a Prepaid Account with the Company by making a pre-payment using one of the payment methods offered by the Company. Payments can be made over the phone or on the web via credit card, or debit or check card. The Customer's account number is the ten digit phone number where he or she wishes to receive calls. The Customer will also create a six digit Personal Identification Number or PIN to use in accessing his or her account information in the future.
- B. Upon receiving a call, the Customer is informed the call is from an Inmate, and the Customer has the option to accept or decline the incoming call. All security measures associated with an Inmate collect call, as implemented by the Company and the Confinement Facility will apply.

---

---

**INTERSTATE & INTERNATIONAL INMATE TELECOMMUNICATIONS SERVICES**

---

---

**SECTION 3 – DESCRIPTION OF SERVICE** (continued)

- C. Customers using this pre-payment option will be sent a statement not less than once per month listing their call activity, charges, call discounts (if any), and notifying them of their remaining balance. The Customer can contact the Company's customer service toll-free number or visit the Company's website to obtain account balances information twenty-four hours a day.
- D. If the Customer's entire account balance is used, the Customer is notified and then the Customer's telephone number is blocked from receiving collect calls from the Confinement Facility served by the company until payment on the account is received. Customers may send the Company additional funds using a check or money order to receive more calls, or authorize payment of additional funds via credit card, check/debit card, MoneyGram®, or Western Union® Quick Collect.
- E. The account remains open until one of the following events occurs: 1) the balance is depleted; 2) the Customer requests that the account be terminated; or 3) the balance is transferred to a Company Prepaid Phone Card and the card is mailed to the Customer.
- F. Refunds - Customers may request a refund of unused funds by sending a written request to cancel their account to the Company via email at [refunds@paytel.com](mailto:refunds@paytel.com), fax at 1-800-776-8423, or U.S. mail. The Company will endeavor to refund such monies, provided that no past due charges are owed by the Customer to its local exchange carrier or the Company, within ten (10) to fifteen (15) business days from the receipt of the Customer's request. There is no charge for issuing a refund.
- G. All unused funds of the Customer will be maintained by the Company in conformance with the applicable state unclaimed property laws.

---

---

Issued: August 22, 2016

Effective: August 22, 2016

John Vincent Townsend, President  
Pay Tel Communications, Inc.  
P.O. Box 8179  
Greensboro, NC 27419  
1-866-729-8352 ext. 178  
[president@paytel.com](mailto:president@paytel.com)

---

---

**INTERSTATE & INTERNATIONAL INMATE TELECOMMUNICATIONS SERVICES**

---

---

**SECTION 3 – DESCRIPTION OF SERVICE** (continued)3.6.8 Inactive Prepaid Account Policy<sup>1</sup>

- A. **Obligations of Customer** The Customer agrees to notify the Company of changes in the customer's contact information, including email address, phone number, and mailing address. In particular, Customer agrees to notify the Company if Customer no longer subscribes to the telephone number upon which Customer's Prepaid Account is based. Customer understands and acknowledges that if Customer does not inform the Company of changes to Customer's contact information, the Company may be unable to locate the Customer and notify the Customer of account status or changes.
- B. **Account Notification** In the event that Customers' Prepaid Account has no activity for a period of not less than three (3) months, the Company will inform the Customer of the account status and provide directions on how to access account information.
- C. **Balance Transfer** In the event that Customer's Prepaid Account has been inactive for a period of not less than six (6) months, and the Customer has not requested a refund, the Company may classify the account as inactive and transfer any Prepaid Account balance with more than a de minimis balance to an Inactive Prepaid Account Phone Card and issue the Card to Customers with an address. The Company will only issue Inactive Prepaid Account Phone Cards to those Prepaid Account Customers who meet the criteria described herein, and the Company will not make Inactive Prepaid Account Phone Cards available to any other customer or person, or under any other circumstance than those specifically described in this RTC.

<sup>1</sup>***Pay Tel Communications, Inc. has a patent on the process designed to handle Inactive Prepaid Accounts.***

---

---

**INTERSTATE & INTERNATIONAL INMATE TELECOMMUNICATIONS SERVICES**

---

---

**SECTION 3 – DESCRIPTION OF SERVICE** (continued)

This process is necessary to protect the balance of the Customer's funds. Upon account opening, a Customer's account is identified by and associated with the ten-digit phone number then in use by the Customer. If at some point the Customer no longer subscribes to that particular telephone number, then the number in question typically is assigned to another telephone subscriber. That new telephone subscriber may attempt to open an account with the Company using the telephone number formerly used by the Customer. To protect the Customer's funds and avoid confusion in the event a new subscriber attempts to open an account with the Company using the same telephone number, the Company will transfer the Customer's funds to an Inactive Prepaid Account Phone Card identified by the Customer's original phone number preceded by two digits. This transfer will maintain the Customer's account balance with the customer's name, address and Personal Identification Number ("PIN") created when the account was opened. The Company will issue the Inactive Prepaid Account Phone Card to the Customer in the manner the Company determines to be the most effective and efficient, (via U.S. Postal mail or email).

- D. Inactive Prepaid Account Phone Card for Inactive Prepaid Account Customers The Customer can use the Inactive Prepaid Account Phone Card to make calls from any telephone, transfer the balance to an existing active Prepaid Account or to open a new Prepaid Account with the Company. The call restrictions applicable to calls made from Confinement Facilities set out in Section 2.2 hereof are not applicable to the Inactive Prepaid Account Phone Card calls described in this Section 3.6.8. Network usage will be debited from the funds available on the Inactive Prepaid Account Phone Card on a real time basis in full minute increments as the call progresses. Call timing is rounded up to the nearest one (1) minute increment after the initial minimum period of one (1) minute.
- E. Refund The Customer may, at any time, transfer the available balance on the Inactive Prepaid Account Phone Card to an existing active Prepaid Account, open a new Prepaid Account with the Company or obtain a refund of any remaining balance by mailing the Inactive Prepaid Account Phone Card to the Company at the address printed on the Card. In the event the Customer does not receive the Inactive Prepaid Account Phone Card from the Company or otherwise does not possess the Card and contacts the Company for the purposes of obtaining a refund, the Company will refund the Customer's funds provided the Customer can show proof of identity. A monthly account maintenance fee will be applied to any balance existing more than twelve (12) months after the account is classified as inactive and/or an Inactive Prepaid Account Phone Card has been issued. The Company may waive the monthly card maintenance fee when a Customer requests a refund.

---

---

**INTERSTATE & INTERNATIONAL INMATE TELECOMMUNICATIONS SERVICES**

---

---

**SECTION 3 – DESCRIPTION OF SERVICE** (continued)

F. **Proof of Identity** The Company cannot discuss any account information with a Customer unless the Customer has previously established a Personal Identification Number (PIN) for security purposes. When a Customer first contacts the Company, the Customer is provided instructions via the Company automated phone system or website on how to create a personal six-digit PIN. When a customer speaks with a Customer Service Representative, the PIN must be confirmed to verify the identity of the Customer before personal account information is discussed. The PIN requirement is a federal requirement to protect the Customer's personal information.

To use an Inactive Prepaid Account Phone Card, the Customer must provide the PIN originally created by the Customer when the Prepaid Account was established.

G. **If the PIN is Forgotten** If the Customer forgets their PIN, they have two choices: 1) create a new PIN using the Company website; or 2) create a new PIN with Proof of Identity.

1. Create a new PIN using the Company website: if the Customer's account was established on Pay Tel's website and the Customer provided an answer to a security question, the Customer can visit [www.paytelinactiveaccount.com](http://www.paytelinactiveaccount.com) and follow the "Forgot Your PIN" instructions on the Customer Log In page. When the requested information is provided, the Customer will then be able to enter a new PIN.
2. Create a New PIN with Proof of Identity: If the Customer forgets their PIN and the account was not set up on the Company website, a new PIN will need to be created with proof of identity. To create a new PIN, the Customer must fax or mail a copy of their drivers license and a copy of their most recent telephone bill showing they are the responsible party for the telephone account. Also, the Customer must include with the fax or mailed copy a new six-digit PIN they wish to use.

Fax No. 1-800-776-8423 or mail to: Pay Tel Communications, Inc., PO Box 19290, Greensboro, NC 27419.

---

---

**INTERSTATE & INTERNATIONAL INMATE TELECOMMUNICATIONS SERVICES**

---

---

**SECTION 4 – INTERSTATE RATES AND CHARGES****4.1 Interstate Call Rates.**

This Section 4.1 applies to all Company interstate calls between points within the United States. The Company provides all of its services via individual contracts with Confinement Facilities or other applicable governmental entities. As such, these contracts may dictate rates less than or equal to (but not higher than) the rates set out herein, and in such case the required lower rates will be made applicable with respect to services provided in connection with such Confinement Facility.

**4.1.1 Computation of Charges**

Except as otherwise described below, the total charges for each toll call consist of one element: Measured Charge dependent on the duration of the call. The Measured Charge element is specified as a rate per minute which is applied to each minute, with fractional minutes rounded up to the nearest one (1) full minute. Taxes and governmental fees and assessments are in addition to these charges consistent with Section 2.4. Additional fees may apply as set forth herein.

**4.1.2 Chargeable Times**

Chargeable time begins when a Called Party accepts the charges by positive acceptance through pressing the number “3” on a touch-tone phone. In the absence of acceptance, calls will be terminated and no charges incurred. Chargeable time ends when either the Calling Party or Called Party hangs up or when the call is released by the automatic timing equipment in the telephone.

---



---

 INTERSTATE & INTERNATIONAL INMATE TELECOMMUNICATIONS SERVICES
 

---



---

SECTION 4 – INTERSTATE RATES AND CHARGES (continued)4.1.3 Interstate Calls

|    |   |        |
|----|---|--------|
| A. | Option 1  |        |
|    | Collect, Per Minute Charge:                               | \$0.25 |
|    | Prepaid Collect, Debit & Prepaid Card, Per Minute Charge: | \$0.21 |
| B. | Option 2  |        |
|    | Collect, Per Minute Charge:                               | \$0.23 |
|    | Prepaid Collect, Debit & Prepaid Card, Per Minute Charge: | \$0.21 |
| C. | Option 3  |        |
|    | Collect, Per Minute Charge:                               | \$0.25 |
|    | Prepaid Collect and Debit Per Minute Charge:              | \$0.21 |
|    | Prepaid Card Per Minute Charge                            | \$0.06 |

*Note: The above rates were effective with the expiration of  
Pay Tel's Temporary FCC Interim Rate Cap Waiver.*

---



---

 Issued: August 22, 2016

Effective: August 22, 2016

John Vincent Townsend, President  
 Pay Tel Communications, Inc.  
 P.O. Box 8179  
 Greensboro, NC 27419  
 1-866-729-8352 ext. 178  
[president@paytel.com](mailto:president@paytel.com)

---

---

**INTERSTATE & INTERNATIONAL INMATE TELECOMMUNICATIONS SERVICES**

---

---

**SECTION 4 – INTERSTATE RATES AND CHARGES** (continued)**4.1.4 Taxes and Fees**

All state and local taxes and any fee imposed by a government entity are separate and apart from the above charges and are listed as separate line items on the Customer's bill, as provided in Section 2.4 above.

**4.1.5 Late Payment Fee**

A late payment fee of one and one-half percent (1½%) per month (18% per annum) or the amount designated by statute, if any (whichever is less), may be applied by the Company to its Customer's invoiced amounts, if an outstanding invoice for services has not been paid in full thirty (30) days from the invoice date.

**4.2 Prepaid Card Calls for Inmate Customers**

4.2.1 Prepaid Card Calls for Inmate Customers, as described in Subsection 3.5.1 above, will be charged at the rates listed in Subsection 4.1.3 above.

To make use of all funds on a Prepaid Card, the inmate can transfer the remaining balance on a card to a new card. Following release from a Confinement Facility, an inmate may request a refund or a Prepaid Phone Card by sending the card to the Company at the address printed on the card. Such requests must be submitted to the Company within twelve (12) months from date of initial use.

---

---

INTERSTATE & INTERNATIONAL INMATE TELECOMMUNICATIONS SERVICES

---

---

SECTION 4 – INTERSTATE RATES AND CHARGES (continued)

4.3 Debit Calls

4.3.1 Debit Calls for Inmate Customers, as described in Subsection 3.5.2 above, will be charged at debit rates listed in Subsection 4.1.3 above.

At the time of release or transfer from a Confinement Facility, the debit account balance will be transferred by the Facility Trust Accounting System to the Inmate's Trust Account for refund, or if a transfer of funds is not provided by the Trust Accounting System, the inmate will be provided with a Prepaid Phone Card with instructions on how to activate the card.

4.4 Direct Bill Customer Account Program

4.4.1 Direct Bill Calls for Called Party Customers, as described in Subsection 3.6.4 above, will be charged at rates not to exceed the collect call rates and related charges for the applicable type of call as listed in Subsection 4.1.3 above.

4.5 Prepaid Account Program

4.5.1 Prepaid Account Calls for Called Party Customers, as described in Subsection 3.6.5 above, will be charged at Prepaid rates listed in Subsection 4.1.3 above.

See section 3.6.7 for information on how to request a refund.

---

---

INTERSTATE & INTERNATIONAL INMATE TELECOMMUNICATIONS SERVICES

---

---

SECTION 4 – INTERSTATE RATES AND CHARGES (continued)

4.7 Customer Account Charges

4.7.1 Payment by Check or Money Order through the Mail

No additional fees will be charged to a Customer each time the Customer chooses to make a timely payment with a check or money order through the mail for an account with the Company.

4.7.2 Account Statement Charge

No additional fee will be charged to a Customer each time the Customer receives an electronic account statement from the Company.

4.7.3 Paper Statement Fee

A fee of \$2.00 will apply per request for a mailed paper copy of Customer Account Statement.

4.7.4 Refund Charge

No additional fee will be charged to a Customer when a refund of his or her account balance is requested.

---

---

**INTERSTATE & INTERNATIONAL INMATE TELECOMMUNICATIONS SERVICES**

---

---

**SECTION 4 – INTERSTATE RATES AND CHARGES** (continued)**4.8 Third Party Payment Processors**

The Company has established multiple payment options for Customers who choose to open an account directly with the Company. These payment options are provided by Third Party Service Providers that charge an non-discountable fee to the Customer for processing Customer payments. This fee is added to the Customer's payment amount by the Third Party Payment Processor, collected when the Customer makes payment, and paid to the Third Party Payment Processor. These Third Party Payment Processors include (but are not limited to) Western Union® Quick Collect, MoneyGram®, a Phone Payment Processor, and a Website Online Payment Processor.

**4.8.1 Western Union® Quick Collect Payment Processing Fee**

A non-discountable fee will be charged to a Customer by Western Union® each time the Customer chooses to make a payment through Western Union® for an account with the Company.

Western Union® Quick Collect Payment Processing Fee: \$5.00\*  
(Payment of up to \$50.00)

\*Subject to change by Western Union®. Fee varies based on payment amount. As a courtesy, the current fee is provided on the Company website [www.paytel.com](http://www.paytel.com) and is disclosed to the Customer at the time of payment.

**4.8.2 MoneyGram® Payment Processing Fee**

A non-discountable fee will be charged to a Customer by MoneyGram® each time the Customer chooses to make a payment through MoneyGram® for an account with the Company.

MoneyGram® Payment Processing Fee: \$5.95\*

\*Subject to change by MoneyGram®. As a courtesy, the current fee is provided on the Company website [www.paytel.com](http://www.paytel.com) and is disclosed to the Customer at the time of payment.

**4.8.3 PayNearMe Payment Processing Fee**

A non-discountable fee will be charged to a Customer by PayNearMe each time the Customer chooses to make a payment through PayNearMe for an account with the Company.

PayNearMe Payment Processing Fee: \$1.99\*

\*Subject to change by PayNearMe. As a courtesy, the current fee is provided on the Company website [www.paytel.com](http://www.paytel.com) and is disclosed to the Customer at the time of payment.

**INTERSTATE & INTERNATIONAL INMATE TELECOMMUNICATIONS SERVICES**

---

SECTION 4 – INTERSTATE RATES AND CHARGES (continued)

4.8.4 Website Online Payment Processing Fee

A non-discountable fee will be charged to a Customer by the Third Party Website Online Payment Processor each time the Customer chooses to make a payment using a credit card or debit or check card online for an account with the Company.

Website Online Payment Processing Fee: \$3.00\*

\*Subject to change by the Third Party Website Online Payment Processor. As a courtesy, the current fee is provided on the Company website [www.paytel.com](http://www.paytel.com) and is disclosed to the Customer at the time of payment.

4.8.5 Phone Payment Processing Fee

A non-discountable fee will be charged to a Customer by the Third Party Phone Payment Processor each time the Customer chooses to make a payment using a credit card or debit or check card over the phone for an account with the Company.

Phone Payment Processing Fees:

Automated Phone System \$3.00\*  
Live Customer Service Assistance \$5.95\*

\*Subject to change by the Third Party Phone Payment Processor. As a courtesy, the current fee is provided on the Company website [www.paytel.com](http://www.paytel.com) and is disclosed to the Customer at the time of payment.

---



---

 INTERSTATE & INTERNATIONAL INMATE TELECOMMUNICATIONS SERVICES
 

---



---

## SECTION 5 - INTERNATIONAL RATES &amp; CHARGES

5.1 International Call Rates and Charges

Calls to international destinations within the North American Numbering plan are charged at the interstate calling rate selected by the Confinement Facility as shown in Section 4.1.3 above. All other international calls are rated as follows based on the option selected by the Confinement Facility:

|       |  |  |        |
|-------|--|--|--------|
| 5.1.2 | Option 1                                 |  |        |
|       | Calls to Mexico                          |  |        |
|       | Per Call Service Charge:                 |  | \$0.00 |
|       | Per Minute Charge:                       |  | \$0.75 |
|       | Calls to All other International Numbers |  |        |
|       | Per Call Service Charge:                 |  | \$0.00 |
|       | Per Minute Charge:                       |  | \$0.95 |
| 5.1.3 | Option 2                                 |  |        |
|       | Per Call Service Charge:                 |  | \$0.00 |
|       | Per Minute Charge:                       |  | \$0.85 |
| 5.1.4 | Option 3                                 |  |        |
|       | Per Call Service Charge:                 |  | \$0.00 |
|       | Per Minute Charge:                       |  | \$0.95 |
| 5.1.5 | Option 4                                 |  |        |
|       | Calls to Mexico                          |  |        |
|       | Per Call Service Charge:                 |  | \$0.00 |
|       | Per Minute Charge:                       |  | \$0.60 |
|       | Calls to All other International Numbers |  |        |
|       | Per Call Service Charge:                 |  | \$0.00 |
|       | Per Minute Charge:                       |  | \$0.76 |

---



---

 Issued: August 22, 2016

Effective: August 22, 2016

John Vincent Townsend, President  
 Pay Tel Communications, Inc.  
 P.O. Box 8179  
 Greensboro, NC 27419  
 1-866-729-8352 ext. 178  
[president@paytel.com](mailto:president@paytel.com)

---

---

**INTERSTATE & INTERNATIONAL INMATE TELECOMMUNICATIONS SERVICES**

---

---

**SECTION 5 - INTERNATIONAL RATES & CHARGES****5.1 International Call Rates and Charges (continued)**

Calls to international destinations within the North American Numbering plan are charged at the interstate calling rate selected by the Confinement Facility unless otherwise specified below. All other international calls are rated as follows based on the option selected by the Confinement Facility:

**5.1.6 Option 5**

## Calls to Mexico

|                          |        |
|--------------------------|--------|
| Per Call Service Charge: | \$0.00 |
| Per Minute Charge:       | \$0.80 |

## Calls to All other International Destinations

|                          |        |
|--------------------------|--------|
| Per Call Service Charge: | \$0.00 |
| Per Minute Charge:       | \$0.80 |

