

Infinity Networks, Inc.  
6601 Vaught Ranch Road, Suite 101  
Austin, Texas 78730  
Issued By: Travis Torreyson, Vice President

Interstate/International Rates, Terms and Conditions  
Original Title Page

Issued: November 1, 2005

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**Interstate**  
**Rates, Terms and Conditions Provided**  
**by**  
**Infinity Networks, Inc.**

This tariff includes the rates, charges, terms and conditions of service for the provision of domestic interstate message telecommunications services to inmates in confinement institutions provided by Infinity Networks, Inc. within the United States and foreign countries.

Service is provided by resale of radio, terrestrial facilities, submarine cables, earth terminals and communications satellites in connection with the establishment of communications paths between the locations as specified herein.

Issued: March 31, 2009

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### CHECK SHEET

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

<b>PAGE</b>	<b>REVISION</b>		<b>PAGE</b>	<b>REVISION</b>
Title	Original		26	Original
1	Second Revised	*	27	First Revised
2	Original		28	Original
3	Original		29	Original
4	Original		30	Second Revised *
5	Original		31	Original
6	Original		32	Original
7	Original			
8	Original			
9	Original			
10	Original			
11	Original			
12	Original			
13	Original			
14	Original			
15	Original			
16	Original			
17	Original			
18	Original			
19	Original			
20	Original			
21	Original			
22	Original			
23	Original			
24	Original			
25	Original			

\* - indicates those pages included with this filing.

Issued: November 1, 2005

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## TABLE OF CONTENTS

<u>Section</u>	<u>Page</u>
Title Page .....	Cover
Check Sheet.....	1
Table Of Contents .....	2
Concurring, Connecting And Participating Carriers.....	3
Explanation Of Symbols .....	4
RTC Format .....	5
Section 1 - Terms And Abbreviations .....	6
Section 2 - Rules And Regulations.....	8
Section 3 - Service Descriptions And Rates .....	20

Infinity Networks, Inc.  
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Interstate/International Rates, Terms and Conditions  
Original Page 3

Issued: November 1, 2005

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**CONCURRING CARRIERS**

No Concurring Carriers

**CONNECTING CARRIERS**

No Connecting Carriers

**OTHER PARTICIPATING CARRIERS**

No Participating Carriers

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### **EXPLANATION OF SYMBOLS**

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

**C** - To signify Changed Regulation.

**D** - Delete or Discontinue

**I** - Change Resulting in an Increase to a rate

**M** - Moved from Another RTC Location

**N** - New

**R** - Change Resulting in a Reduction to a rate

**S** - Matter Appearing Elsewhere or Repeated for Clarification

**T** - Change in Text But No Change to Rate or Charge

**V** - Signifies Vintage RTC

**Z** - Correction

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## RTC FORMAT

- A. Page Numbering** - Sheet numbers appear in the upper right corner of the page. Sheets are numbered sequentially. However, new sheets are occasionally added to the RTC. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between sheets 14 and 15 would be 14.1.
- B. Page Revision Numbers** - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current sheet version on file with the Commission. For example, the 4th revised Sheet 14 cancels the 3rd revised Sheet 14. Because of various suspension periods, deferrals, etc., the most current sheet number on file with the Commission is not always the RTC page in effect. Consult the Check Sheet for the sheet currently in effect.
- C. Paragraph Numbering Sequence** - There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:
- 2.
  - 2.1.
  - 2.1.1.
  - 2.1.1.A.
  - 2.1.1.A.1.
  - 2.1.1.A.1.(a).
  - 2.1.1.A.1.(a).I.
  - 2.1.1.A.1.(a).I.(i).
  - 2.1.1.A.1.(a).I.(i).(1).
- D. Check Sheets** - When a RTC filing is made with the Commission, an updated Check Sheet accompanies the RTC filing. The Check Sheet lists the sheets contained in the RTC, with a cross reference to the current revision number. When new pages are added, the Check Sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (\*). There will be no other symbols used on this page if these are the only changes made to it (i.e., the format, etc. remain the same, just revised revision levels on some pages.) The RTC user should refer to the latest Check Sheet to find out if a particular page is the most current on file with the Commission.

Issued: November 1, 2005

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## SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

**Access Line** - An arrangement which connects the Subscriber's location to a Infinity switching center or designated point of presence.

**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.

**Commission** - Refers to the Federal Communications Commission.

**Company or Carrier** - Infinity Networks, Inc., unless otherwise clearly indicated by the context.

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

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

**Infinity** - Used throughout this RTC to mean Infinity Networks, Inc.

**Inmates** - The confined population of Correctional Institutions who are the users of the Company's services. Responsibility for payment of the Inmates charges are the called party in the event of a Collect or Automated Collect Call, or the Inmate in the event of prepaid services.

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## **SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, (CONT'D.)**

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

**LATA** - Local access and transport area. A geographic area established by the US District Court for the District of Columbia in Civil Action No. 17-49, within which a local exchange company provides communications services.

**LEC** - Local Exchange Company.

**Pay Telephone** - Telephone instruments provided by the Company, Customer, Aggregator or Institution for use by its guests, patrons, visitors, transient third parties or for use by inmates of confinement institutions.

**RTC** - Refers to this Rates, Terms & Conditions document

**Subscriber** - The correctional institution which orders or uses ICS's service and is responsible for compliance with RTC regulations. The Subscriber enters into an agreement with the Company for the provision of collect-only automated operator assisted telecommunications services for use by inmates.

**United States** - For purposes of this RTC the term "United States" includes the Mainland United States of America.

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## SECTION 2 - RULES AND REGULATIONS

### 2.1 Undertaking of Infinity Networks, Inc.

Infinity's services and facilities are furnished for communications originating at correctional or confinement institutions between locations within the United States and foreign countries. The terms of this RTC apply to Infinity's interstate calls.

Infinity provides for the installation, operation, and maintenance of the communications services provided herein in accordance with the terms and conditions set forth under this RTC. Infinity may act as the Subscriber's agent for ordering access connection facilities provided by other carriers or entities, when authorized by the Customer, to allow connection of a Subscriber's location to the Infinity services. The Customer shall be responsible for all charges due for such service arrangement.

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

### 2.2 Limitations

- 2.2.1 Infinity provides calling services to inmates of confinement/correctional institutions.
- 2.2.2 Service is offered subject to the availability of the necessary facilities or equipment, and subject to the provisions of this RTC.
- 2.2.3 Infinity reserves the right to discontinue or limit service when necessitated by conditions beyond its control, or when the Customer is using service in violation of provisions of this RTC, or in violation of the law.
- 2.2.4 The Company does not undertake to transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections.
- 2.2.5 All facilities provided under this RTC are directly or indirectly controlled by Infinity Networks, Inc. and the Subscriber may not transfer or assign the use of service or facilities without the express written consent of the Company.
- 2.2.6 Service may otherwise be limited at the request of the institution's administration or by rules of the Commission to decrease fraud and maintain security and control over the inmate population.

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

### **2.3 Use**

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

### **2.4 Assignment and Transfer**

**2.4.1** All facilities provided under this RTC are directly or indirectly controlled by the Company. The limitations with which the Company contracts for service may not transfer or assign the use of service or facilities without the express written consent of the Company. All regulations and conditions contained in this RTC shall apply to all such permitted assignees or transferees, as well as all conditions of service. Such transfer or assignment, when permitted, shall only apply where there is no interruption of the use or location of the service or facilities

### **2.4 Liabilities of the Company**

**2.4.1** The Company shall not be liable for claim or loss, expense or damage (including indirect, special or consequential damage), for any interruption, delay, error, omission, or defect in any service, facility (including services and facilities involved in emergency calling activity) transmission provided under this RTC, if caused by any person or entity other than the Company, by any malfunction of any service or facility provided by any other carrier, by an act of God, fire, war, civil disturbance, or act of government, or by any other cause beyond the Company's direct control.

**2.4.2** The Company shall not be liable for, and shall be fully indemnified and held harmless by Customer, End User and Subscriber against any claim or loss, expense, or damage (including indirect, special or consequential damage) for defamation, libel, slander, invasion, infringement of copyright or patent, unauthorized use of any trademark, trade name or service mark, unfair competition, interference with or misappropriation or violation of any contract, proprietary or creative right, or any other injury to any person, property or entity arising out of the material, data, information, or other content revealed to, transmitted, or used by the Company under this RTC; or for any act or omission of the Customer, End User or Subscriber; or for any personal injury or death of any person caused directly or indirectly by the installation, maintenance, location, condition, operation, failure, presence, use, or removal of equipment or wiring provided by the Company, if not caused by negligence of the Company.

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

### **2.4 Liabilities of Company, (Cont'd.)**

- 2.4.3** The Company shall not be liable for any defacement of or damages to the premises of a Subscriber resulting from the furnishing of service which is not the direct result of the Company's negligence.
- 2.4.4** Except when a court of competent jurisdiction finds that gross negligence, willful neglect, or willful misconduct on the Company's part has been a contributing factor, the liability of the Company for any claim or loss, expense or damage (including indirect, special or consequential damage) for any interruption, delay, error, omission, or defect in any service, facility (including services and facilities involved in emergency calling activity) or transmission provided under this RTC shall not exceed an amount equivalent to the charge to the Customer for the interrupted call.

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

### **2.5 Deposits and Advance Payments**

#### **2.5.1 Deposits**

The Company does not normally require deposits. However the Company reserves the right to collect a deposit from customers whose credit history is unacceptable or unknown to the Company. Deposits, if collected, will be collected and maintained in accordance with Commission rules.

For services provided to inmates of confinement facilities, the Company may require a deposit from billed parties for charges which exceed a maximum credit amount predetermined by the Company based on the Customer's credit worthiness. The Customer may exceed this predetermined credit amount by first paying a deposit to the Company in an amount equal to the amount of additional credit authorization requested by the Customer.

#### **2.5.2 Advance Payments**

The Company does not normally require advance payments for service. However, for Customers whom the Company determines an advance payment is necessary, Infinity reserves the right to collect an amount not to exceed one (1) month's estimated charges as an advance payment for service. This will be applied against the next month's charges and a new advance payment may be collected for the next month, if necessary.

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## SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

### 2.6 Taxes

All state and local taxes (i.e., gross receipts tax, sales tax, municipal utilities tax) are listed as separate line items and are not included in the quoted rates.

#### A. Public Telephone Surcharge

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

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

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

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

Rate per Call:	\$0.50
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## **SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**

### **2.6 Taxes, (Cont'd.)**

#### **B. Universal Service Recovery**

The Company will assess all Customers a Universal Service Subsidy fee which recovers the Company's contributions to federal programs which support universal service in high cost areas and low income users of telecommunications and assist schools libraries and rural health care facilities to obtain telecommunications and information services. The charges for this Universal Service Subsidy shall be calculated by multiplying the gross invoice amount attributable to interstate and international services by the Universal Service Recovery percentage rate. The Universal Service Recovery percentage is subject to periodic adjustment.

### **2.7 Terminal Equipment**

Company-provided facilities and service may be used with or terminated in Company-provided terminal equipment or communications systems, such as a telephone set, PBX or key system. Such terminal equipment shall be furnished and maintained under contract between Infinity and the Subscriber. When such terminal equipment is used, the equipment shall comply with the generally accepted minimum protective criteria standards of the telecommunications industry as endorsed by the Federal Communications Commission.

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

### **2.8 Payment for Service**

#### **2.8.1 Payment for Service**

The Customer is responsible for payment of all charges for services and equipment furnished to the Customer by Infinity.

- A.** For operator assisted and institutional service calls, all charges due by the Customer are payable to the Company or any agent duly authorized to receive such payments. The billing agency may be the Company, a local exchange telephone company, or other billing service. Terms of payment shall be according to the rules and regulations of the agent and subject to the rules of regulatory agencies having jurisdiction.

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

### **2.8 Payment for Service, (Cont'd.)**

#### **2.8.2 Disputed Charges**

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

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

#### **2.8.3 Validation of Credit**

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

Services provided by the Company are available to inmates of confinement facilities in accordance with facility-authorized programs. The Company may request that the confinement facility adopt, as part of its program, terms that enable the Company to collect the charges for all inmate calls, including without limitation, the blocking of calls by the Company to certain telephone numbers when the amount charged to such a telephone number exceeds a predetermined amount or becomes past due.

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

### **2.8 Payment for Service, (Cont'd.)**

#### **2.8.4 Return Check Charge**

A return check charge of \$25.00 will be assessed for checks returned for insufficient funds. Any applicable return check charges will be assessed according to the terms and conditions of this RTC and pursuant to Federal law.

#### **2.8.5 Late Payment Fees**

The Company reserves the right to assess a late payment fee of 1.5% per month on any past due balance. A balance is considered past due if unpaid fifteen (15) days following the date printed on the bill listing amounts owed by the Customer. Any applicable late payment fees will be assessed according to the terms and conditions of the Company or its billing agent.

### **2.9 Interconnection**

Service furnished by Infinity may be connected with the services or facilities of other carriers. Such service or facilities, if used, are provided under the terms, rates and conditions of the other carrier. The Customer or Subscriber is responsible for all charges billed by other carriers for use in connection with Infinity's service. Any special interface equipment or facilities necessary to achieve compatibility between carriers is the responsibility of the Subscriber.

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

### **2.10 Refusal or Discontinuance by Company**

**2.10.1** Infinity may refuse or discontinue service with proper notice to the Customer or Subscriber for any of the following reasons:

- A.** For failure of the Customer to pay a bill for service when it is due.
- B.** For failure of the Customer or Subscriber to make proper application for service.
- C.** For Customer's or Subscriber's violation of any of the Company's rules on file with the Commission.
- D.** For failure of the Subscriber to provide the Company reasonable access to its equipment and property.
- E.** For Subscriber's breach of the contract for service between the Company and the Subscriber.
- F.** For a failure of the Subscriber to furnish such service, equipment, and/or rights-of-way necessary to serve said Subscriber as shall have been specified by the Company as a condition of obtaining service.
- G.** When necessary for the Company to comply with any order or request of any governmental authority having jurisdiction.

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

### **2.10 Refusal or Discontinuance by Company, (Cont'd.)**

**2.10.2** Infinity may refuse or discontinue service without notice to the Customer or Subscriber for any of the following reasons:

- A.** In the event of tampering with the Company's equipment.
- B.** In the event of a condition determined to be hazardous to the Customer or Subscriber, to other Customers of the Company, to the Company's equipment, the public, or to employees of the Company.
- C.** In the event of a Customer's or Subscriber's use of equipment in such a manner as to adversely affect the Company's equipment or the Company's service to others.
- D.** In the event of fraudulent use of the service.

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

### **2.11 Inspection, Testing and Adjustment**

Upon reasonable notice, the facilities provided by the Company shall be made available to the Company for tests and adjustments as may be deemed necessary by the Company for maintenance.

### **2.12 Call Restrictions**

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

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## **SECTION 3 - DESCRIPTION OF SERVICE AND RATES**

### **3.1 General**

The Company provides domestic and international resold long distance services and operator assisted services originating from correctional facilities within the United States. The Company's services are available twenty-four (24) hours per day, seven (7) days a week.

Customers and/or End Users are charged individually for each call placed through the Company's network. Charges may vary based on individual contracts between the Company and Institutions. Charges may vary by service offering, and/or call duration.

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

### **3.2 Timing of Calls**

**3.2.1** Long distance usage charges are based on the usage of the Company's service. Timing of each call begins when a communications path is established and ends when either the called or calling party hangs up. Timing of automated Collect Calls begins when the called party accepts the responsibility for payment.

**3.2.2** Unless otherwise specified in this tariff, the minimum call duration for billing purposes is one (1) minute.

**3.2.3** Unless otherwise specified in this tariff, usage beyond the initial period is measured and rounded to the higher full minute for billing purposes.

**3.2.4** The Company will not bill for incomplete calls and will remove any charges for incomplete calls upon Customer notification or the Company's knowledge.

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### **SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)**

#### **3.3 Institutional Operator Assisted Calling**

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 Infinity. 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.

**3.3.1** For services provided to Inmates of Institutions, the following special conditions apply:

- A.** Calls to "900", "976" or other pay-per-call services are blocked by Infinity.
- B.** At the request of the Institution, Infinity 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).
- C.** At the request of the Institution, Infinity may block Inmate access to "911", "411", or local operators reached through "0-" dialing.
- D.** At the request of the Institution, Infinity may block Inmate access to specific telephone numbers.
- E.** Availability of Infinity's services may be restricted by the Institution to certain hours and/or days of the week.

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### **SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)**

#### **3.3 Institutional Operator Assisted Calling, (Cont'd.)**

##### **3.3.1 (Cont'd.)**

- F.** At the request of the Institution, no notices or signage concerning the Company's services will be posted with its instruments. Information concerning Infinity'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.
- G.** At the request of the Institution, Infinity may impose time limits on local and long distance calls placed using its services.
- H.** At the request of the Institution, equipment may be provided which permits monitoring of Inmate calls by legally authorized government officials.

##### **3.3.2. 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 Infinity 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.

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**SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)**

**3.3 Institutional Operator Assisted Calling, (Cont'd.)**

**3.3.3 Institutional Collect-Only Calling Service - Contract Rates and Charges - Domestic Interstate**

The following rates apply to interstate outbound automated operator assisted collect calls placed by inmates in correctional institutions. The minimum call duration for billing purposes is one (1) minute.

**A. Domestic Interstate Contract Rates and Charges**

**1. Contract 1**

Rate Per Minute	\$0.30
Surcharge, per call	\$3.95

**2. Contract 2**

Rate Per Minute	\$0.47
Surcharge, per call	\$2.98

**3. Contract 3**

Rate Per Minute	\$0.89
Surcharge, per call	\$3.95

**4. Contract 4**

Rate Per Minute	\$0.89
Surcharge, per call	\$3.95

**5. Contract 5**

Rate Per Minute	\$0.89
Surcharge, per call	\$3.95

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**SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)**

**3.3 Institutional Operator Assisted Calling, (Cont'd.)**

**3.3.3 Institutional Collect-Only Calling Service - Contract Rates and Charges - Domestic Interstate, (Cont'd.)**

**A. Domestic Interstate Contract Rates and Charges, (Cont'd.)**

**6. Contract 6**

Rate Per Minute	\$0.65	
Surcharge, per call		\$5.50

**7. Contract 7**

Rate Per Minute	\$0.65	
Surcharge, per call		\$5.50

**8. Contract 8**

Rate Per Minute	\$0.65	
Surcharge, per call		\$5.50

**9. Contract 9**

Rate Per Minute	\$0.65	
Surcharge, per call		\$5.50

**10. Contract 10**

Rate Per Minute	0.89	
Surcharge, per call		3.95

**11. Contract 11**

Rate Per Minute	\$0.50	
Surcharge, per call		\$3.95

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**SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)**

**3.3 Institutional Operator Assisted Calling, (Cont'd.)**

**3.3.3 Institutional Collect-Only Calling Service - Contract Rates and Charges - Domestic Interstate, (Cont'd.)**

**A. Domestic Interstate Contract Rates and Charges, (Cont'd.)**

**12. Contract 12**

Rate Per Minute	\$0.65	
Surcharge, per call		\$5.50

**13. Contract 13**

Rate Per Minute	\$0.65	
Surcharge, per call		\$5.50

**14. Contract 14**

Rate Per Minute	\$0.65	
Surcharge, per call		\$5.50

**15. Contract 15**

Rate Per Minute	\$0.89	
Surcharge, per call		\$3.95

**16. Contract 16**

Rate Per Minute	\$0.65	
Surcharge, per call		\$5.50

**17. Contract 17**

Rate Per Minute	\$0.59	
Surcharge, per call		\$3.95

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**SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)**

**3.3 Institutional Operator Assisted Calling, (Cont'd.)**

**3.3.3 Institutional Collect-Only Calling Service - Contract Rates and Charges - Domestic Interstate, (Cont'd.)**

**A. Domestic Interstate Contract Rates and Charges, (Cont'd.)**

**18. Contract 18**

Rate Per Minute	\$0.69	
Surcharge, per call		\$3.95

**19. Contract 19**

Rate Per Minute	\$0.89	
Surcharge, per call		\$3.95

**20. Contract 20**

Rate Per Minute	\$0.65	
Surcharge, per call		\$5.50

**21. Contract 21**

Rate Per Minute	\$0.65	
Surcharge, per call		\$5.50

**22. Contract 22**

Rate Per Minute	\$0.89	
Surcharge, per call		\$3.95

**23. Contract 23**

Rate Per Minute	0.65	
Surcharge, per call		5.50

Issued: January 18, 2007

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**SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)**

**3.3 Institutional Operator Assisted Calling, (Cont'd.)**

**3.3.3 Institutional Collect-Only Calling Service - Contract Rates and Charges - Domestic Interstate, (Cont'd.)**

**A. Domestic Interstate Contract Rates and Charges, (Cont'd.)**

**24. Contract 24**

Rate Per Minute	\$0.65	
Surcharge, per call		\$5.50

**25. Contract 25**

Rate Per Minute	\$0.89	
Surcharge, per call		\$3.95

**26. Contract 26**

Rate Per Minute	\$0.89	
Surcharge, per call		\$3.75

**27. Contract 27**

Rate Per Minute	\$0.89	
Surcharge, per call		\$3.75

**28. Contract 28**

Rate Per Minute	\$0.70	
Surcharge, per call		\$3.95

**28. Contract 29**

Rate Per Minute	\$0.19	
Surcharge, per call		\$1.30

(N)  
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(N)

Issued: November 1, 2005

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### **SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)**

#### **3.4 Prepaid Institutional Calling Services**

##### **3.4.1 General**

Infinity Prepaid Institutional Calling Services provide alternative payment arrangements for inmates in Correctional Institutions. This service is designed for those whose credit history is inadequate to receive collect calls as well as for those who simply wish to budget their inmate calls.

Calls are made by dialing either a toll-free access number or other access dialing sequence. Depending on the facility, a Personal Account Code may also need to be entered. Two options are available with Prepaid Institutional Calling Services as described following.

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

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

Network usage for Prepaid Institutional Calls is deducted from the Available Usage Balance in full minute increments. For debiting purposes, call timing is rounded up to the nearest one (1) minute increment. Usage charges are computed and rounded up to the nearest penny on a per call basis. Prepaid accounts may be replenished; the minimum initial deposit or replenishment amount is \$25.00.

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### **SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)**

#### **3.4 Infinity Prepaid Institutional Calling , (Cont'd.)**

##### **3.4.1 General, (Cont'd.)**

###### **A. Option A: Prepaid Debit Account**

With a Prepaid Debit Account, each inmate has the option to transfer funds from his/her commissary account to their telephone 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 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 Institution. The Company receives payment from the Institution; it does not engage in direct monetary transactions with the inmate.

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

###### **B. Option B: Prepaid Collect Service**

Prepaid Collect Service is available for those parties (Customers) who receive collect calls from inmates in Correctional Institutions. A prepaid account is set up by the Company for the Customer. Once an account is established, all collect calls from the facility to the telephone number associated with the prepaid collect account are automatically processed as prepaid collect. If the payment into the account is provided via the Customer's credit card, credit verification procedures are carried out under the terms specified in Section 2 of this tariff. Deposits to the account are paid to and handled by the Company via arrangement with a specified financial institution. The Company does not engage in direct monetary transactions with the inmate.

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

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**SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)**

**3.4 Infinity Prepaid Institutional Calling, (Cont'd.)**

**3.4.2 Prepaid Institutional Calling Services - Rates and Charges - Domestic Interstate**

- A. Domestic Interstate Contract Rates for Prepaid Collect and Debit - Option 1**  
The following rates include all taxes and fees.

Rate per Minute                      \$0.50

- B. Domestic Interstate Contract Rates for Prepaid Collect and Debit - Option 2**  
The following rates include all taxes and fees.

Rate Per Minute                      \$0.27

Surcharge, per call                      \$1.10

- C. Domestic Interstate Contract Rates for Prepaid Collect and Debit - Option 3**  
The following rates include all taxes and fees.

Rate Per Minute                      \$0.89

Surcharge, per call                      \$3.95

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(N)

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**SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)**

**3.4 Infinity Prepaid Institutional Calling, (Cont'd.)**

**3.4.3 Prepaid Institutional Calling Services - Rates and Charges - International Rates**

**A. International Prepaid Collect and Debit Contract Rates**

<b>Contract Rates</b>	<b>Per Minute Charge</b>
All Contracts	\$1.00

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### **SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)**

#### **3.5 Miscellaneous Charges**

##### **3.5.1 Bill Statement Fee**

An undiscountable fee will apply to Customer's telephone bill each month in which local or long distance collect calls are accepted and billed on the Customer's local telephone bill. This fee is for the purpose of offsetting Company's billing and regulatory expenses associated with the services offered. This fee will be charged once per billing period regardless of the number of calls accepted. The fee will not apply in any billing period in which no collect calls are accepted. This fee does not apply to prepaid services paid for by commercial credit card or other means, or for prepaid services billed directly to the Customer by the Company.

Single Bill Statement Fee, per month where applicable	\$1.95
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