

## Proposed Inmate Phone Service Tariff

### **Sample Tariff**

**COMPANY NAME  
AS IT APPEARS ON CERTIFICATE OF  
PUBLIC CONVENIENCE AND NECESSITY**

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**AL P.S.P. No. 1**

**TITLE SHEET**

(COMPANY NAME GOES HERE)

**TARIFF NO. 1**

This tariff contains the description, regulations, and rates applicable to the furnishing of services and facilities for Inmate Phone Service (IPS) provided by **COMPANY NAME** with principal offices at **PHYSICAL ADDRESS**. This tariff is on file with the Alabama Public Service Commission, and copies may be inspected during normal business hours at the Company's principal place of business.

The Company's telephone and fax numbers are:

Telephone ( ) \_\_\_\_\_

Fax ( ) \_\_\_\_\_

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**ISSUED BY:**

**COMPANY NAME  
CONTACT PERSON  
ADDRESS**

**COMPANY NAME  
AS IT APPEARS ON CERTIFICATE OF  
PUBLIC CONVENIENCE AND NECESSITY**

**AL P.S.C. No. 1  
Original Sheet 2**

**CHECK SHEET**

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

<u>Sheet</u>	<u>Revision</u>	<u>Sheet</u>	<u>Revision</u>
1	Original	21	Original
2	Original		
3	Original		
4	Original		
5	Original		
6	Original		
7	Original		
8	Original		
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19	Original		
20	Original		

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**SYMBOLS**

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

C - TO SIGNIFY CHANGE IN REGULATION

D - TO SIGNIFY A DELETION

I - TO SIGNIFY A RATE INCREASE

M - TO SIGNIFY TEXT MOVED FROM ANOTHER  
TARIFF LOCATION

N - TO SIGNIFY NEW RATE OR REGULATION

R - TO SIGNIFY RATE REDUCTION

T - TO SIGNIFY CHANGE IN TEXT, BUT NO CHANGE  
IN RATE OR REGULATION

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**TARIFF FORMAT**

- A. Sheet Numbering – Sheet numbers appear in the upper-right corner of the sheet. Sheets are numbered sequentially. However, new sheets are occasionally added to the tariff.
- B. Sheet Revision Numbers – Revision numbers also appear in the upper-right corner of the sheet. These numbers are used to determine the most current sheet version on file with the Commission. For example, 4<sup>th</sup> Revised Sheet cancels 3<sup>rd</sup> Revised Sheet 14.
- C. Paragraph Numbering Sequences – There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level of coding

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). (I)

- D. Check Sheets - When a tariff filing is made with the Commission, an updated check sheet accompanies the tariff filing. The check sheet lists the sheets contained in the tariff cross reference to the current revision number. When new sheets are added, the check sheet is changed to reflect the revision. All revisions made in a given filing are designated by an (\*). There will be no other symbols used on this sheet if these are the only changes made to it (i.e., the format, etc., remains the same, just revised notation levels on some sheets). The tariff user should refer to the latest check sheet to find out if a particular sheet is the most current sheet on file with the Commission.

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**SECTION 1 – DEFINITIONS AND ABBREVIATIONS**

1.1 Definitions:

Inmate Phone Service (IPS) – A class of telecommunications service made available at an institution for use by inmates in making outbound, automated-collect-only or debit system calls. Call placement, recording and billing arrangements are performed without the assistance of a live operator.

Inmate – One of a group confined or occupying a single place or residence such as a prison or hospital.

Institution – Any type of confinement or correctional facility, such as mental health facilities, prisons, jails, work farms or detention facilities.

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 – Specialized equipment that controls the placement of collect calls, including the recording of billing information.

Automated Phone Payment Processing Fee – An undiscountable fee charged to a customer by a third party Automated Phone Payment Processor when the customer chooses to make a payment using a credit card, check/debit card or check over the phone for an account with the provider.

Billed Party – The individual, firm or entity accepting a collect call and responsible for the payment of all applicable charges

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

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**SECTION 1 - DEFINITIONS AND ABBREVIATIONS** (Continued)

Billing Clearinghouse/Services Company – Third party company that bills customer on behalf of provider or local exchange carrier.

Called Party – The individual, firm or entity that has the capability to accept or decline a collect call originating from an institution or facility.

Client – The confinement facility administration or governing entity with which the provider has contracted to provide Inmate Phone Service.

Collect Call – A billing arrangement whereby the charge for a call may be billed to the called party, provided the called party accepts payment responsibility for such calls.

Commission – The Alabama Public Service Commission (APSC).

Common Carrier – A company or entity providing telecommunications services to the public and subject to the jurisdiction of the Alabama Public Service Commission.

Customer – The billed party (person, firm, corporation or other entity) that agrees to accept and pay for Inmate Phone Service calls.

Completed Calls – Calls that are answered by the called party on the distant end.

Debit Calling – A service whereby the inmate may place calls using funds transferred from the inmate's commissary account.

Disconnection – The disabling of circuitry preventing outgoing calls.

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**SECTION 2 – RULES AND REGULATIONS**

2.1 Undertaking of Inmate Phone Service Provider

- 2.1.1 The company’s inmate telephone services are furnished for communications originating at confinement facilities located within the State of Alabama.
- 2.1.2 The company shall install, operate and maintain inmate telecommunications services provided hereunder in accordance with the terms and conditions set forth under the tariff. The service shall benefit the inmates housed in confinement facilities under municipal, county, state and federal jurisdiction and serve to benefit the called party as well as the client.
- 2.1.3 Subject to limitations and rules established by the administration of the facility; the provider will furnish services twenty-four hours per day, seven days a week.

2.2 Limitations

- 2.2.1 Service is offered subject to the provisions of this tariff.
- 2.2.2 The company reserves the right to discontinue furnishing service, or limit service, necessitated by conditions beyond its control or when a Customer, Calling Party, Called Party, Inmate or other person attempts to fraudulently obtain service or is otherwise using the service in violation of applicable laws or the provisions of this tariff. The company may choose to seek prosecution of those using its services in violation of the law. Service shall not be used at any time for unlawful purposes.
- 2.2.3 Title to any equipment provided by Company under these regulations remains with the Company. Prior written permission from the Company is required before any assignment or transfer. All regulations, terms and conditions contained in this tariff shall apply to any assignee or transferee.
- 2.2.4 The Company may refuse, restrict, or interrupt service to customers due to insufficient or fraudulent billing information, invalid telephone numbers, invalid credit card/debit card numbers or falsified identification. Service may be denied to any individual or entity that refuses to accept responsibility for payment.

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

- 2.2.5 The Company will provide outbound, automated-collect, prepaid or debit calls to locations within the United States of America and facility approved and/or requested territories and foreign nations.
- 2.2.6 The company will expressly prohibit calls that are direct dial, charged to credit cards, charged to calling cards, toll-free, sent-paid or third-party. Calls placed utilizing prepaid calling cards or prepaid debit cards available through the provider are allowed. The confinement facility may obtain debit or prepaid calling cards from the currently contracted Inmate Phone Service provider and are expressly prohibited from obtaining prepaid calling or debit cards from outside vendors or competitive providers of Inmate Phone Service.
- 2.2.7 Service may be limited at the discretion of the administration of the confinement facility. The Company may restrict access or refuse service to any inmate at the request of the facility administration. The company may limit or deny inmate access to certain telephone numbers as specified by the facility administration.
- 2.2.8 Calls to Company, facility staff members and other numbers as requested will be blocked in the interest of public safety.
- 2.2.9 Toll-free, N11, 10XXX and all other information calls shall be blocked. At no time, under any circumstance, will calls be completed to a live operator.
- 2.2.10 Call blocking will be available to the called party, the client or any party, upon notification to the company. The Company will maintain a toll-free number to allow facility administration or any individual to request blocking. The company may provide the facility administration the capability to block on-site.

2.3 **Telephone Rules**

**Inmate Telephone Service providers shall adhere to all requirements cited in Alabama Public Service Commission Telephone Rule T-15.1, Docket 15957 (Approved 3 March, 2009)**

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

2.4.5 The Company shall not be liable for and shall be indemnified and held harmless by Client's, Customers, Called Party's, Calling Party's or Inmates against all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by Customer, Calling Party, Called Party, Inmate or any other party or person, or for any destruction of any property, whether owned by a Customer or others, caused by or claimed to have been caused directly or indirectly by the installation, operation and maintenance of service provided by the Company

2.4.6 The language set forth in this section does not constitute a determination by the Commission that a limitation of liability imposed by the Company should be upheld in a court of law. Acceptance for filing by the Commission recognizes that it is a court's responsibility to adjudicate negligence and consequential damage claims. It is also the court's responsibility to determine the validity of the exculpatory clause.

2.5 Payment and Charges for Services

A) Service is provided and billed on a monthly basis.

B) Payment is due upon receipt. Payment will be considered timely if paid within 20 days after the bill is rendered. The bill shall be considered rendered when deposited in the United States Postal Service with postage prepaid

C) In the event of a dispute concerning a bill, Customer must pay a sum equal to the amount of the undisputed portion of the bill and proceed with complaint procedures set forth in this tariff..

D) The Customer is responsible for payment of all charges for service furnished to the Customer under the tariff.

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

E) Customer is responsible for payment of any federal, state and local taxes (i.e. gross receipts tax, sales tax, municipal utilities tax) which will be listed as separate line items and which are not included in the quoted rates.

F) Customers will be charged a late payment penalty as set forth in this tariff.

G) Customers will be charged on all checks returned to Company by the issuing entity.

**2.6 Application of Charges**

The charges for service are those in effect for the period that service is furnished. If the charges for a period covered by a bill change after the bill has been rendered, the bill will be adjusted to reflect the new changes.

**2.7 Customer Complaint Procedure**

The Company will resolve any disputes brought to its attention as promptly and effectively as possible. Customer Service Representatives can be reached via the following toll-free telephone number: 1- XXX-XXX-XXXX.

Any unresolved disputes may be directed to Consumer Services, Alabama Public Service Commission, P.O. Box 304260, Montgomery, Alabama 36130, or by dialing toll-free 1-800-392-8050.

In the event of a dispute concerning an invoice, the customer must pay a sum equal to the amount of the disputed portion of the bill and notify the Company of the disputed portion.

**2.8 Calculation of Credit Allowance**

Customers have up to 60 days (commencing 5 days after remittance of the bill) to initiate a dispute over charges or to receive credits. The Company will try its best to resolve any disputes properly brought to its attention.

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**2.9 Reporting Requirements**

All Inmate Phone Service providers shall submit to the Commission, upon request but routinely on an annual basis by inmate facility location, a written report of all access lines and the number of telephone instruments used to provide Inmate Phone Service. The reporting period is as of the end of the month of May, annually. The report must be received at the Commission prior to the end of the succeeding month (June) that follows the reporting period.

2.9.1 Upon request from the Commission, IPS providers must, in a timely manner, and in accordance with confidentiality agreements between the IPS provider and Commission staff as necessary; submit data requested by the Commission relating to its Alabama IPS operations, including but not limited to, revenue, expenses, and facility/usage data by inmate facility.

2.9.3 Upon request by the inmate facility administration, the IPS provider shall promptly furnish call detail information where the provision of such information is not in violation federal, state, or local laws, regulations or orders.

**2.10 Inspections and Service Quality**

2.10.1 All telephone instruments and the facilities used for transmission of service are subject to periodic inspections to assure compliance with Commission requirements. Findings of non-compliance will be brought to the attention of the provider and the facility by letter. If violations are not corrected within thirty (30) days from the date of the letter, unless otherwise extended, the provider may be subject to additional Commission action up to and including revocation of the Commission issued Certificate authorizing the provider to offer IPS service in the State of Alabama.

2.10.2 The IPS provider shall cooperate with the Commission to investigate complaints regarding transmission service quality, disconnects, and service related disputes from inmate facilities relative to the service provided by the IPS.

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**SECTION 3 – DESCRIPTION OF SERVICE AND RATES (Continued)**

3.1.3 Deposits (Continued)

Upon termination of service, deposits with accrued interest shall be credited to the final bill and the balance returned to the Customer.

3.1.4 Interconnection

Service furnished by the Company may be interconnected with services or facilities of authorized communications common carrier's and with private systems, subject to technical limitations. Interconnection with the facilities or services of carrier's shall be under the applicable terms and conditions of the other carrier's tariffs.

**SECTION 4 – RATES AND CHARGES**

4.1 All Inmate Phone Providers shall file tariffs with the Alabama Public Service Commission which set forth the services provided and all applicable charges, surcharges and fees for those services.

4.1.1 The charges, surcharges and fees charged the Customer for any collect call that originates and terminates in the State of Alabama shall not exceed the currently effective rate caps ordered by the Commission for Inmate Phone Service calls.

4.1.2 Every call from Inmate Phone Service instruments will be automated-collect, billed to the called party, or charged to a prepaid card or debit account authorized by the inmate facility or other billing or charging methods included in the Provider's approved tariff.

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**SECTION 4 – RATES AND CHARGES (Continued)**

4.2.4 Toll Calls

Operator Service Charge (per call)	\$2.25
Per-minute usage Rate	\$ .30
Total allowable charges per toll call*	\$8.25

\*Excludes Applicable Taxes

4.3 Prepaid Card Calls

Prepaid Card calls will consist only of a per-minute charge of 41.25 cents. Prepaid Card calls will not have a fixed service charge associated therewith.

Upon release from a Confinement Facility a Company Prepaid Card may be used to place additional prepaid calls until available funds are used or a refund may be requested by sending the card to the Company at the address printed on the card.

4.4 Rate Quotes

The Customer prior to accepting a collect call can receive a quote for the call by pressing a single key on a touch-tone phone. The Customer may also receive a rate quote by calling the Company's toll free number.

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