

check # 68276 \$250<sup>00</sup> SS 7/26/24

# Inteserra

A JSI Company

151 Southhall Lane, Ste. 450  
Maitland, FL 32751  
www.inteserra.com

S-37340

July 25, 2024  
Via Overnight Delivery

Mr. Brandon Frey, Commission Secretary  
Louisiana Public Service Commission  
602 North 5th Street  
Galvez Building  
12th Floor  
Baton Rouge, LA 70802

**RECEIVED**

JUL 26 2024

LA Public Service Commission

RE: Smart Communications Holding, LLC  
TSP Registration - ICSP

Dear Mr. Frey:

Enclosed for filing please find the original and five (5) copies of the TSP Registration submitted on behalf of Smart Communications Holding, LLC. A check in the amount of \$250.00 is enclosed to cover the filing fee.

The Company requests confidential treatment of the financial statements included with this Application. These financial statements are provided under seal, marked "Confidential". Please handle these documents in accordance with Commission established procedures for confidential material.

Please acknowledge receipt of this filing by date-stamping the extra copy of this cover letter and returning it to me in the self-addressed, stamped envelope provided for that purpose.

Any questions you may have regarding this filing should be directed to my attention at 470-672-3013 or via email to swarren@inteserra.com. Thank you for your assistance in this matter.

Sincerely,

Sharon R. Warren  
Consultant

Enclosures  
SW/mp

ROUTE TO	DATE	ROUTE FROM
DEPT. <u>Records</u>	<u>7/26</u>	DEPT. _____
DEPT. _____	DATE _____	DEPT. _____
DEPT. _____	DATE _____	DEPT. _____
DEPT. _____	DATE _____	DEPT. _____

WPS

For 74224

**RECEIVED**

LOUISIANA PUBLIC SERVICE COMMISSION  
 602 North, 5<sup>th</sup> Street, 12<sup>th</sup> Floor  
 Galvez Building  
 Baton Rouge, LA 70802  
 Attention: Utilities Division

JUL 26 2024

Date: 7/25/24

LA Public Service Commission

**TSP Registration****Utility Classification [X applicable classification(s)]**

Type of Authority Requested.

ILEC	CLEC	LDC/IXC	CMRS	OSP	PSP/ICSP	CAP	VoIP
<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes
<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No

ILEC – Incumbent Local Exchange Carrier  
 CMRS – Commercial Mobile Radio Service  
 OSP – Operator Service Provider  
 VoIP – Voice Over Internet Protocol

CAP – Competitive Access Provider  
 LDC/IXC – Long Distance Company / Inter Exchange Carrier  
 PSP – Payphone Service Provider  
 ICSP – Inmate Calling Service Provider

**Application Fee in the amount of \$250 is to accompany the filing.**

(General Order No. R-31891, dated March 11, 2014, Section 301.E.)

**1.a. The Legal Name of the Business under which the applicant intends to operate:**

(General Order No. R-31891, dated March 11, 2014, Section 301.E.1)

Smart Communications Holding, LLC

**1.b. Federal Tax Identification No.**

93-3238948

**1.c. Louisiana Tax Identification No.**

Pending

**1.d. The physical address and telephone number(s) of the applicant [Domicile Address: City/State/Zip Code/Telephone Number (s)]:** (General Order No. R-31891, dated March 11, 2014, Section 301.E.1)

**(Physical Address)**

Street Address:	10491 72nd Street
City:	Seminole
State:	FL
Zip Code:	33777
Telephone No.:	888-253-5178
FAX:	Click here to enter text.

**(Mailing Address)**

Street Address:	10491 72nd Street
City:	Seminole
State:	FL
Zip Code:	33777
Telephone No.:	888-253-5178
FAX:	Click here to enter text.

**1.e. Names under which the applicant intends to do business - Trade Names / DBAs:***(General Order No. R-31891, dated March 11, 2014, Section 301.E.2)*

Click here to enter text.
Click here to enter text.
Click here to enter text.
Click here to enter text.

**2. The name, address and telephone #s of the applicant's principal corporate officers:***(General Order No. R-31891, dated March 11, 2014, Section 301.E.2)***2.a.**

Name of officer:	Jonathan Logan
Title:	CEO
Street Address:	10491 72nd Street
City:	Seminole
State:	FL
Zip Code:	33777
Telephone No.:	888-253-5178
FAX:	Click here to enter text.

**2.b.**

Name of officer:	Click here to enter text.
Title:	Click here to enter text.
Street Address:	Click here to enter text.
City:	Click here to enter text.
State:	Click here to enter text.
Zip Code:	Click here to enter text.
Telephone No.:	Click here to enter text.
FAX:	Click here to enter text.

**2.c.**

Name of officer:	Click here to enter text.
Title:	Click here to enter text.
Street Address:	Click here to enter text.
City:	Click here to enter text.
State:	Click here to enter text.
Zip Code:	Click here to enter text.
Telephone No.:	Click here to enter text.
FAX:	Click here to enter text.

**2.d.**

Name of officer:	Click here to enter text.
Title:	Click here to enter text.
Street Address:	Click here to enter text.
City:	Click here to enter text.
State:	Click here to enter text.
Zip Code:	Click here to enter text.
Telephone No.:	Click here to enter text.
FAX:	Click here to enter text.

3. If different from two (2) above, please indicate the names, addresses and telephone no.(s) of officers and or employees responsible for Louisiana operations.

3.a.

Name of officer:	Click here to enter text.
Title:	Click here to enter text.
Street Address:	Click here to enter text.
City:	Click here to enter text.
State:	Click here to enter text.
Zip Code:	Click here to enter text.
Telephone No.:	Click here to enter text.
FAX:	Click here to enter text.
E-Mail:	Click here to enter text.

3.b.

Name of officer:	Click here to enter text.
Title:	Click here to enter text.
Street Address:	Click here to enter text.
City:	Click here to enter text.
State:	Click here to enter text.
Zip Code:	Click here to enter text.
Telephone No.:	Click here to enter text.
FAX:	Click here to enter text.
E-mail:	Click here to enter text.

4. Information about the structure of the business organization, and, where applicable, a copy of any articles of incorporation, partnership agreement or by-laws of the applicant. An applicant shall also disclose all affiliate entities offering and/or providing telecommunications services in Louisiana. (Include in Registration as "Attachment A") (General Order No. R-31891, dated March 11, 2014, Section 301.E.5)

5. A certified copy of the applicant's authorization to do business in Louisiana. (Include in Registration as "Attachment B" – Louisiana Secretary of State Certificate) (General Order No. R-31891, dated March 11, 2014, Section 301.E.5)

6. The name, address and telephone number of the applicant's Louisiana agent for service of process: (General Order No. R-31891, dated March 11, 2014, Section 301.E.2)

Agent:	Corporation Service Company
Street Address/P.O. Box	450 Laurel Street, 8th Floor
City:	Baton Rouge
State:	LA
Zip Code:	70801
Telephone No.:	800-927-9800
FAX:	Click here to enter text.

7. Documentation demonstrating managerial, financial and technical abilities, including but not limited to, the following:

(a) To demonstrate financial ability, each applicant shall provide a copy of its most recent stockholders annual report and its most recent SEC 10K, or, if the applicant is not publicly

traded, its most recent financial statements. If the applicant does not have separate financial reports, it may submit applicable financial statements of an affiliate with explanation to demonstrate the financial ability of the applicant. (Include in Registration as "Attachment C")

*(General Order No. R-31891, dated March 11, 2014, Section 301.E.7.a)*

(b) To demonstrate managerial ability, each applicant shall attach a brief description of its history of providing telecommunications services and shall list the geographic areas in which it has been and is currently providing telecommunications services. Newly created applicants shall list the experience of each principal officer in order to show its ability to provide service. (Include in Registration as "Attachment D") *(General Order No. R-31891, dated March 11, 2014, Section 301.E.7.b)*

(c) Technical ability shall be indicated by a description of the applicant's experience in providing telecommunications services, or in the case of newly created companies, the applicant may provide other documentation which supports its technical ability. (Include in Registration as "Attachment E") *(General Order No. R-31891, dated March 11, 2014, Section 301.E.7.c)*

8. A description of the services proposed to be offered, the proposed exact geographic areas in which the services shall be offered and a map thereof. (Include in Registration as "Attachment F") *(General Order No. R-31891, dated March 11, 2014, Section 301.E.8)*

**9. Point of Contact to Which Service or Other Customer Complaints Should be Directed:**

*(General Order 11-16-2014 - The Commission seeks to aid Louisiana consumers in their dealings with TSPs. In order to assist Commission Staff in performing this important function, all TSPs are hereby required to provide Commission Staff with a list of the names and direct telephone numbers of three (3) company representatives that Commission Staff may directly contact during normal business hours.)*

**Repair and maintenance information, including the name, address and telephone number of a Louisiana contact person responsible for and knowledgeable about the applicant's operations.**

*(General Order No. R-31891, dated March 11, 2014, Section 301.E.9)*

Name #1:	Click here to enter text.
Title:	Click here to enter text.
Street Address/P.O. Box	Click here to enter text.
City / State / Zip Code:	Click here to enter text.
E-mail Address:	Click here to enter text.
Telephone Number:	Click here to enter text.
FAX:	Click here to enter text.

Name #2:	Click here to enter text.
Title:	Click here to enter text.
Street Address/P.O. Box	Click here to enter text.
City / State / Zip Code:	Click here to enter text.
E-mail Address	Click here to enter text.
Telephone Number:	Click here to enter text.

FAX:

Click here to enter text.

10. A list of other states where the applicant has applied to operate as a telecommunications services provider and/or to offer telecommunications services, a list of other states where the applicant is authorized to operate, and a list of those states which have denied any requested authority. (Include in Registration as "Attachment G") (General Order No. R-31891, dated March 11, 2014, Section 301.E.10.)

11. Illustrative tariffs in compliance with the requirements set forth in Section 401 below. (Include in Registration as "Attachment H") (General Order No. R-31891, dated March 11, 2014, Section 301.E.11) & (General Order 3-11-2014 Section 401 Tariffs / Docket No. R-31891)

All Telecommunication Service Providers (TSP) shall file tariffs with the Commission describing the services offered and the rates charged. Note: for format and content refer to Section 401 of LPSC General Order dated 3-11-2014.

### CHECK LIST FOR SUBMISSION OF TARIFFS

- A. Has the tariff been submitted on 8½ x 11 sheets, using one side of the paper only? (General Order No. R-31839, dated March 11, 2014, Section 401 C.2.a)
- Yes ☒ No ☐
- B. Is each page numbered successively in the upper right-hand corner and must be marked as either an original or revised page? Example: Original Page, No. 3 or 2<sup>nd</sup> Revised Page, No. 5, cancels 1<sup>st</sup> Revised Page, No. 5. (General Order No. R-31839, dated March 11, 2014, Section 401 C.2.b-e)
- Yes ☒ No ☐
- C. Does each page bear the Applicant's name in the upper left-hand corner? (General Order No. R-31839, dated March 11, 2014, Section 401 C.2.c)
- Yes ☒ No ☐
- D. Does each page have the issued date in the upper left-hand corner of the page? (The "issued date" is the date shown on the transmittal letter to the Commission referencing the tariff filing.) (General Order No. R-31839, dated March 11, 2014, Section 401 C.2.f)
- Yes ☒ No ☐
- E. Is the name and title of the issuing officer in the upper left-hand corner of each page? (General Order No. R-31839, dated March 11, 2014, Section 401 C.2.h)
- Yes ☒ No ☐
- F. Does the tariff contain the following information, in the order listed: (General Order No. R-31839, dated March 11, 2014, Section 401 C.2.i)
- a. title page identifying the name, address, and telephone number of the Applicant?
- Yes ☒ No ☐

- b. A Table of Contents identifying the page location of each section in the tariff? If the tariff is less than 30 pages, the Table of Contents may serve as the subject index for the entire volume.

Yes ☒ No ☐

- c. A definition of symbols that are used in the tariff? (The definitions must conform with General Order No. R-31839, dated March 11, 2014, Section 401 H.3)

Yes ☒ No ☐

- d. A definition of technical terms and abbreviations? (The definitions must contain full and concise information as to the meaning of all technical and special terms and abbreviations used in the tariff.)

Yes ☒ No ☐

- e. A description of rules and regulations? (The Rules and Regulations section must contain all rules, regulations, practices, etc. relative to providing services. The rules must be consistent with the Commission's General Orders.)

Yes ☒ No ☐

- f. An index with an alphabetical listing of services and the page number on which they may be found?

Yes ☒ No ☐

**Questions G-J only apply to those requesting IXC authority**

- g. A description of how a billable call is timed when timing begins and ends, and the method used to make this determination? (General Order No. R-31839, dated March 11, 2014, Section 1)

Yes ☒ No ☐

- h. A description of how distance is measured for toll rating purposes and the formula used to compute it, as well as what points are used for origination and termination with respect to calculation of distance between them? (General Order No. R-31839, dated March 11, 2014, Section 1)

Yes ☒ No ☐

- i. A description of how all relevant information pertains to a particular type of service? (General Order No. R-31839, dated March 11, 2014, Section 1)

Yes ☒ No ☐

- j. A description of the rate schedules, charge for all services, and other data necessary to compute a monthly bill for intrastate service? (General Order No. R-31839, dated March 11, 2014, Section 1)

Yes ☒ No ☐

12. Such other information as the Commission Staff may specifically request of any applicant.

13. Relevant Commission General Orders for TSP Authority *(Include the following in the company tariff and indicate the page number on which they may be found.)*

- A. NSF Charges: Does Applicant comply with the *General Order dated January 1, 2000* which establishes that the maximum NSF charge allowed is \$20.00?

Yes ☒ No ☐ Page: **N/A**

- B. Deposits: Does Applicant comply with the *General Order dated September 17, 1991*, which requires that the Applicant pay interest of 5% per annum for customer deposits retained for more than six months?

Yes ☒ No ☐ Page: **N/A**

- C. Deposits: Does Applicant comply with the *General Order dated September 17, 1991*, which provides that a telecommunications service provider may not collect deposits in excess of 2½ times the average monthly bill?

Yes ☒ No ☐ Page: **N/A**

- D. Late Charges: Does Applicant comply with the *General Order dated July 12, 1976 and February 20, 1973* which collectively state that: (1) a bill is not considered past due until 20 days after the billing date; (2) that a company may charge a maximum of 5% penalty on a past due amount; and (3) a TSP cannot charge a late fee on a previously unpaid late fee?

Yes ☒ No ☐ Page: **11**

- E. Challenging the Validity of a Bill: If a provision limits the time that the customer has to challenge the validity of a bill, does the tariff also include a provision regarding the Commission's authority to review billing and charges?

Yes ☒ No ☐ Page: **N/A**

- F. Disconnection for Nonpayment: *Commission General Order dated July 12, 1976 Paragraph D* provides that a customer cannot be disconnected for non-payment until the bill is past due. Once the bill becomes past due, five days written notice must be given prior to disconnection of a customer for nonpayment. Is Applicant in compliance with this Order?

Yes ☒ No ☐ Page: **N/A**

- G. Service Charges for Operator Assistance: Rates are capped pursuant to the *General Order dated July 16, 1997*. Tariff provisions must conform to the caps. Is Applicant in compliance with this Order?

Yes ☒ No ☐ Page: **N/A**



- H. When Charges begin and Terminate for Phone Calls: According to the *General Order dated October 23, 1989*, TSPs, together with Alternative Operator Service providers, must provide answer supervision and cannot attempt to collect for busy or unanswered calls. Is Applicant in compliance with this Order?

Yes ☒ No ☐ Page: **14**

- I. Blocking of 900, 976, and 700 Numbers: According to the *General Order dated December 5, 1990*, the tariff must provide free blocking of 900, 976, and 700 or informational numbers to any customer requesting same. Is Applicant in compliance with this Order?

Yes ☒ No ☐ Page: **13**

- J. Governing Law: All tariffs should state that it is governed and interpreted according to the Laws of Louisiana. Is Applicant in compliance with this Order?

Yes ☒ No ☐ Page: **7**

- K. Rates: Is Applicant in compliance with the requirement that tariffs include specified rates?

Yes ☒ No ☐ ICB: ☐ Page: **18-19**

Checklist below only for those requesting CLEC Authority

- L. CLEC Universal Service Requirement: If the Applicant is a CLEC, does the Applicant furnish all services that are designated as part of Universal Service, as required by Section 501 A of the Local Competition Regulations? The services are as follows: (*General Order No. R-31839, dated March 11, 2014, Section 501 A.1*)

- M. Voice grade access to the public switched network?

Yes ☐ No ☐ Page:

- N. Touch tone capability?

Yes ☐ No ☐ Page:

- O. White page directory listing (residential and business)? (*General Order No. R-31839, dated March 11, 2014*)

Yes ☐ No ☐ Page:

- P. Access to directory assistance (local)?

Yes ☐ No ☐ Page:

- Q. Directory distribution? (*General Order No. R-31839, dated March 11, 2014*)

Yes ☐ No ☐ Page:

- R. Access to emergency (911) Service?

	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Page: <input type="text"/>
S.	Access to long distance carriers and operator services?		
	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Page: <input type="text"/>
T.	Access to the telephone relay system?		
	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Page: <input type="text"/>
U.	Access to 8xx services?		
	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Page: <input type="text"/>
V.	Lifeline rate for eligible customers?		
	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Page: <input type="text"/>

**14. Fees & Taxes which "MAY" be applicable to Telecommunication Service Providers**

**Requirements of Telecommunication Service Providers (TSPs) to Collect and Remit Fees & Surcharges.** Additional information regarding applicable surcharges and fees can be obtained by contacting the Louisiana Department of Revenue, Telephone No. (225) 219-7656 or the Louisiana Public Service Commission, Telephone No. (225) 342-4999.

**(A.) Inspection and supervision fees; Utility and Carrier Inspection and Supervision Fund.**

**Louisiana Revised Statutes Title 45 Section 1177. Louisiana Department of Revenue Form R-5197. The Amount of the fee shall be measured by the gross receipts of each public utility from its Louisiana intrastate business.**

**Louisiana Department of Revenue  
P.O. Box 201  
Baton Rouge, LA 70821-0201  
Telephone No. (855) 307-3893**

**(B.) Telecommunications tax for the Deaf. Louisiana Revised Statutes Title 45 Section 1061. Louisiana Department of Revenue Form R-5702-L**

**Louisiana Department of Revenue  
Excise Section  
P.O. Box 201  
Baton Rouge, LA 70821-9201  
Tax payer Services Division  
Telephone No. (225) 219-7656  
Telephone No. (225) 219-2114 (TDD)**

**(C.) Relay Administration Board (RAB), Louisiana Public Service Commission Order No. U-17656, dated October 17, 1990 and Louisiana Public Service Commission Order No. U-17656-A. Louisiana Public Service Commission Business & Executive Session Minutes Note: January 16, 2002, the \$0.11 (11 cent) per month line charge fee eliminated.**

**(D.) Louisiana State Universal Fund. Louisiana Public Service Commission, Order No. R-30480, dated February 9, 2009.**

**Fund Administrator Contact Information  
LaPorte, Sehrt, Romig, & Hand  
Town Hall West  
10000 Perkins Rowe  
Suite 200  
Baton Rouge, LA 70810-1797  
Telephone No. (225) 296-5150**

# 15. Reporting Requirements (<http://lpsc.louisiana.gov/teleannualreports.aspx>)

(A.) All Telecommunication Services Providers (TSP) in Louisiana shall file with the Commission annual financial reports. The reports shall include Louisiana income statements, balances sheets, number of customers and access lines served.

(B.) One year from the date of obtaining its Certificate of Authority, and semi-annually thereafter, all Local Exchange Carriers (LECs) shall file with the Commission retail service quality reports as follows in Commission Order; Docket No. R-31300 General Order Dated July 26, 2013:

Commission Complaints per 10,000 access lines for LECs with more than 100,000 access lines; or Commission Complaints per 100 access lines for LECs with less than 100,000 access lines regarding residential telecommunications service.

If the Commission finds as a result of monitoring that the LEC's service quality is substandard as compared to other LECs, the Commission may, after notice and hearing, take action as it deems necessary and proper to assure a desirable level of service quality, including imposing a monetary penalty not exceeding ten thousand dollars (\$10,000) per violation.

Company Type	Report Name	Reference	Reporting Year	Due Date	Contents
TSPs All Carriers	Annual Financial Reports  Download Form <a href="#">PDF Format</a>	General Order #2 7-1-1921 & General Order 6-19-2012	Calendar Year or Fiscal Year	120 days from then end of the calendar year or fiscal year	Income statement & balance sheet Specific to Louisiana
LECs & CLECs	Service Quality Reports  Download Form <a href="#">PDF Format</a>	General Order 3/11/2014 Sections 302.B & 701.J.3	Semi-annually	September 30th & March 31st	Commission Complaints per 10,000 access lines for LECs with more than 100,000 access lines; or Commission Complaints per 100 access lines for LECs with less than 100,000 access lines regarding residential telecom service.

ILECs & CLECs	Local Terminating Traffic Report  Download Form <u>PDF Format</u>	General Order 3/11/2014 Section 901.G	Annually	April 1st	ILECs and CLECs shall file reports with the Commission Secretary on April 1st of each year which show, by month, the volume of local terminating traffic delivered to ILECs or CLECs during the previous year.
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**EXHIBIT A**

**Smart Communications Holding, LLC**

Articles of Organization

CERTIFICATE OF FORMATION

OF

SMART COMMUNICATIONS HOLDING, LLC

This Certificate of Formation of Smart Communications Holding, LLC (the "LLC"), dated as of August 29, 2023, is being duly executed and filed by the undersigned, as an authorized person, to form a limited liability company under the Delaware Limited Liability Company Act (6 Del.C. §18-101, et seq.).

FIRST. The name of the limited liability company is Smart Communications Holding, LLC.

SECOND. The address of the registered office of the LLC in the State of Delaware is c/o The Corporation Trust Company, Corporation Trust Center, 1209 Orange Street, Wilmington, New Castle County, Delaware 19801.

THIRD. The name and address of the registered agent for service of process on the LLC in the State of Delaware are The Corporation Trust Company, Corporation Trust Center, 1209 Orange Street, Wilmington, New Castle County, Delaware 19801.

IN WITNESS WHEREOF, the undersigned has executed this Certificate of Formation as of the date first above written.



Name: Jonathan D. Logan

Title: Authorized Person

State of Delaware

Secretary of State

Division of Corporations

Delivered 12:42 PM 08/29/2023

FILED 12:42 PM 08/29/2023

SR 20233368539 - File Number 7624778

STATE OF DELAWARE  
CERTIFICATE OF AMENDMENT CHANGING ONLY THE  
REGISTERED OFFICE OR REGISTERED AGENT OF A  
LIMITED LIABILITY COMPANY

The limited liability company organized and existing under the Limited Liability Company Act of the State of Delaware, hereby certifies as follows:

1. The name of the limited liability company is \_\_\_\_\_  
SMART COMMUNICATIONS HOLDING, LLC
2. The Registered Office of the limited liability company in the State of Delaware is changed to 251 Little Falls Drive \_\_\_\_\_  
\_\_\_\_\_ (street), in the City of Wilmington \_\_\_\_\_,  
Zip Code 19808 \_\_\_\_\_. The name of the Registered Agent at such address upon whom process against this limited liability company may be served is \_\_\_\_\_  
Corporation Service Company

By: /s/ Jonathan Logan  
Authorized Person

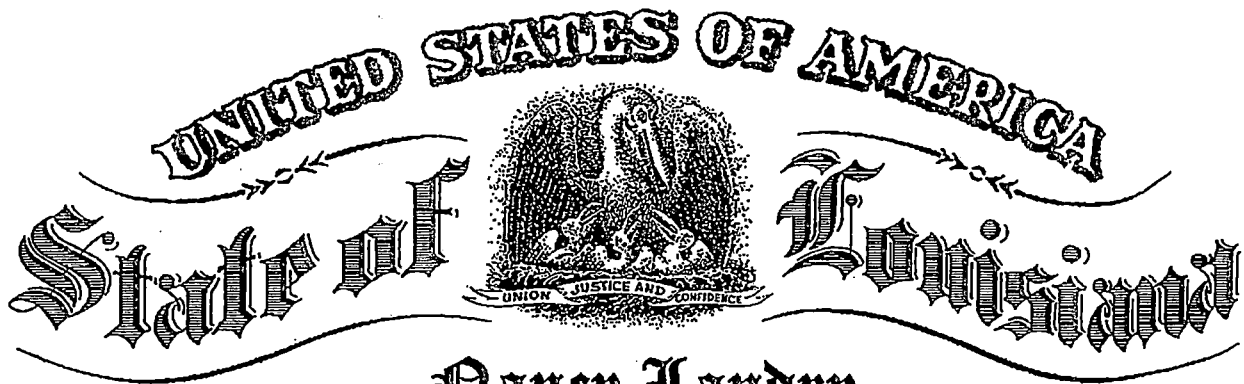
Name: Jonathan Logan  
Print or Type



**EXHIBIT B**

**Smart Communications Holding, LLC**

Certificate of Authority to  
Transact Business in Louisiana



**Nancy Landry**  
SECRETARY OF STATE

*As Secretary of State of the State of Louisiana I do hereby Certify that*

the Application Form for Certificate of Authority of

**SMART COMMUNICATIONS HOLDING, LLC**

Domiciled at WILMINGTON, DELAWARE,

Was filed and recorded in this Office on June 14, 2024.

Thus authorizing the limited liability company to exercise the same rights and privileges accorded similar domestic limited liability companies, subject to the provisions of R. S. Title 12, Chapter 22, Part VIII.

In testimony whereof, I have hereunto set my hand and caused the Seal of my Office to be affixed at the City of Baton Rouge on,

June 14, 2024

*Nancy Landry*

*Secretary of State*

WEB 45981601Q



Certificate ID: 11896219#RWM73

To validate this certificate, visit the following web site, go to **Business Services**, **Search for Louisiana Business Filings**, **Validate a Certificate**, then follow the instructions displayed.  
[www.sos.la.gov](http://www.sos.la.gov)

**EXHIBIT C**

**Smart Communications Holding, LLC**

**Financials**

*The Company's financial information is being submitted confidentially under seal.*

**EXHIBIT D**

**Smart Communications Holding, LLC**

Management Biographies

## **Jon Logan - CEO**

Founder and CEO - January 2009 – Current Smart Communications Seminole, Florida

As CEO, Jonathan designed a new never seen before inmate communication platform for the corrections industry. Created, planned, implemented, and integrated the strategic direction of Smart Communications. Started first inmate electronic communications business in the corrections industry. Formed and maintained strong relationships with government law enforcement management and key stakeholders. Formed new nationwide marketing and branding campaign. Grew company organically from zero government agency customers to over 150 government agency partners in 29 different states, all under multiyear service contracts with Smart Communications. Grew Smart Communications from zero revenues to over 50-million-dollar annual revenue stream. Grew from 2 employees to an over 125 employee workforce across the country. Led Smart Communications to become the fastest growing inmate communications provider in the nation, with the highest win rate of government awarded contracts through a very competitive RFP process. Strong strategic thinker with excellent communication and leadership skills. Smart Communications has become the national leader in inmate communications. The ultra-reliable, industry leading SmartEvo™ inmate telephone system has proven to have ultra reliability and an industry leading features and controls for law enforcement.

Under Jonathan's leadership, Smart Communications' client footprint has grown organically for 13 years. Smart Communications has a proven track record of successfully providing inmate communication technology and services to the largest correctional agency in the world Federal Bureau of Prisons, as well as the Pennsylvania Department of Corrections, with over 50,000 inmates. The greatest evidence of Jonathan's experience and management skills come from Smart Communications year over year growth with uninterrupted services and a 13-year history of customer retention directly related to company leadership, integrity, management and organization.

## **EXHIBIT E**

### **Smart Communications Holding, LLC**

#### **Technical Ability**

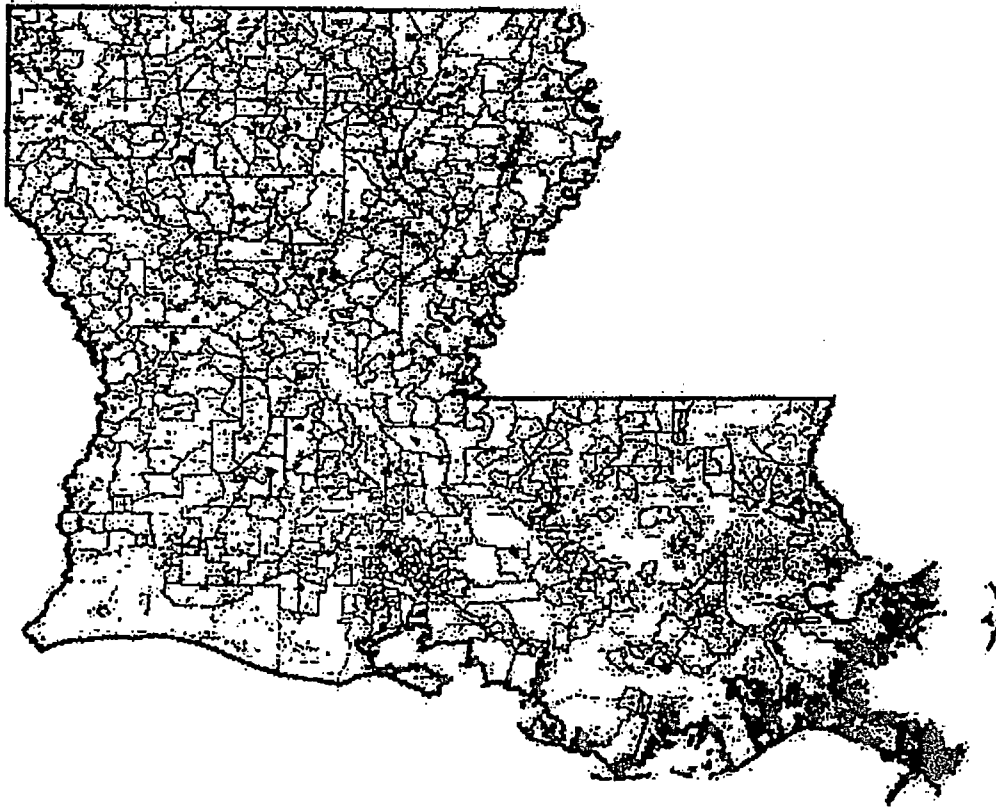
Applicant has the technical and managerial qualifications necessary to provide the proposed services. **Exhibit D** contains biographies for the Applicant's key management and technical personnel, reflecting that the Applicant possesses the necessary experience and expertise for operating as a telecommunications provider, consistent with the LA PSC requirement.

**EXHIBIT F**

**Smart Communications Holding, LLC**

**Proposed Geographic Service Area & Map**

Smart Communications Holding, LLC will provide communications services to correctional institutions throughout the state of Louisiana.



**EXHIBIT G**

**Smart Communications Holding, LLC**

Smart Communications Holding, LLC has authority to provide telecommunications services in  
Nebraska, New Mexico and Texas.



**EXHIBIT H**

**Smart Communications Holding, LLC**

Illustrative Tarriff

Smart Communications Holding, LLC  
Jonathan Logan, CEO  
10491 72nd Street  
Seminole, FL 33777

Louisiana Tariff No. 1  
Original Page 1

Issued: July 26, 2024

Effective:

INTEREXCHANGE TELECOMMUNICATIONS TARIFF  
OF LOUISIANA  
SMART COMMUNICATIONS HOLDING, LLC

This tariff is filed in accordance with the Louisiana Public Service Commission. This tariff is governed by the laws of the Louisiana Public Service Commission. All services contained in this tariff are competitive.

This tariff contains the descriptions, regulations, and rates applicable to the furnishing of service and facilities for inmate calling services provided by Smart Communications Holding, LLC within the State of Louisiana. This tariff is on file with the Louisiana Public Service Commission. Copies may be inspected during normal business hours at the Company's principal place of business.

Issued: July 26, 2024

Effective:

### CHECK SHEET

Pages of this tariff, as indicated below, are effective as of the date shown at the bottom of the respective pages. Original and revised pages, as named below, comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this page.

PAGE	REVISION	*
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### SYMBOLS

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

C - Changed Regulation.

D - Delete or discontinue.

I - Increase to a rate

M - Moved from Another tariff location.

N – New.

R - Reduction to a rate

T - Change in text but no change in rate or regulation

Issued: July 26, 2024

Effective:

#### 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, 4th Revised Sheet 14 cancels 3rd Revised Sheet 14.
- C. Paragraph Numbering Sequence - There are various levels of paragraph coding. Each level of coding is subservient to its next higher level of coding. For example:
- 2
  - 2.1.
  - 2.1.1.
  - 2.1.1.A.
  - 2.1.1.A.1.
  - 2.1.1.A.1.(a)
- 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, with a 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 asterisk (\*). 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 revision 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.

Issued: July 26, 2024

Effective:

## SECTION 1 - TERMS AND ABBREVIATIONS

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

**Ancillary Service Charge** - Any charge Consumers may be assessed for the use of Inmate Calling services that are not included in the per-minute charges assessed for individual calls.

**Automated Collect Call** - Calls billed to the called party that are completed through an automated call processing system. The automated system prompts the call originator and called party. The called party must accept charges for the call and is responsible for payment.

**Called Party** - The person, individual, corporation or other entity whose telephone number is called. The Called Party is responsible for payment of the charges for use of Smart Communications' automated collect service.

**Company or Carrier** - Smart Communications Holding, LLC, unless otherwise clearly indicated by the context.

**Commission** - The Federal Communications Commission.

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

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

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

**Jail** - A facility of a local, state, or federal law enforcement agency that is used primarily to hold individuals who are; (1) Awaiting adjudication of criminal charges; (2) Post-conviction and committed to confinement for sentences of one year or less; 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; facilities used to detain individuals, operated directly by the Federal Bureau of Prisons or U.S. Immigration and Customs Enforcement, or pursuant to a contract with those agencies; juvenile detention centers; and secure mental health facilities.

**Smart Communications**- Used throughout this tariff to mean Smart Communications Holding, LLC

**LEC** - Local Exchange Company.

**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 and are committed to confinement for sentences of longer than one year.

**Subscriber** - The correctional institution that contracts with the Company for the provision of automated operator assisted telecommunications services for use by inmates and other incarcerated persons.



Issued: July 26, 2024

Effective:

## SECTION 2 - RULES AND REGULATIONS

### 2.1 Undertaking of Smart Communications Holding, LLC

Smart Communications' 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 tariff apply to Smart Communications' interstate and international calls.

Smart Communications provides for the installation, operation, and maintenance of the communications services provided herein in accordance with the terms and conditions set forth under this tariff. Smart Communications may act as the Subscriber's agent for ordering access connection facilities provided by other carriers or entities, to allow connection of a Subscriber's location to the Smart Communications services.

The Company's services and facilities 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 Smart Communications provides calling services to inmates and other incarcerated persons in 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 tariff.
- 2.2.3 Smart Communications reserves the right to suspend or limit service when necessitated by conditions beyond its control, or when the Customer is using service in violation of provisions of this tariff, 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 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.
- 2.2.6 This tariff shall be interpreted and governed by the laws of the State of Louisiana.

Issued: July 26, 2024

Effective:

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

### 2.3 Use

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

### 2.4 Assignment and Transfer

All facilities provided under this tariff are directly or indirectly controlled by the Company. Service may not be transferred or assigned without the express written consent of the Company. All regulations and conditions contained in this tariff shall apply to all such permitted assignees or transferees, as well as all conditions of service.

### 2.5 Terminal Equipment

Company-provided facilities and service may be used with or terminated in Company- or Customer-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 Smart Communications and the Customer. 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.

Issued: July 26, 2024

Effective:

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

2.6 Liabilities of the Company

- 2.6.1 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 tariff, 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.
- 2.6.2 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 tariff; 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.
- 2.6.3 The Company shall not be liable for any defacement of or damages to the premises of a Subscriber or Customer resulting from the furnishing of service which is not the direct result of the Company's negligence.
- 2.6.4 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 tariff shall not exceed an amount equivalent to the prorata charge to the Customer or Subscriber for the period of service or facility usage during which such interruption, delay, error, omission or defect occurs. For the purpose of computing this amount, a month is considered to have thirty (30) days.

Issued: July 26, 2024

Effective:

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

### 2.7 Taxes and Fees

#### 2.7.1 FCC Universal Service Fund

In compliance with the FCC's Universal Service Orders, the Company is required to pay a percentage of its retail revenues to support the Universal Service Fund (USF).. This amount is in addition to standard usage charges and any applicable service charges and surcharges associated with the Company's service. The Company's Universal Service cost recovery will match the relevant quarterly Universal Service Contribution Factor approved by the FCC rounded up to the nearest tenth of a percent. Universal Service Contribution Factors are available at: <http://www.fcc.gov/omd/contribution-factor.html>.

### 2.8 Payment for Service

#### 2.8.1 Payment for Service

The Customer is responsible for payment of all charges for services furnished by the Company. All charges due by the Customer are payable to the Company or to any agency duly authorized to receive such payments (such as a local exchange company).

#### 2.8.2 Disputed Charges

Charges billed directly by the Company are due upon receipt. Amounts not paid within 10 days of the invoice will be considered past due. For charges billed directly by the Company, notice from the Customer of a dispute as to charges must be received by the Company within thirty (30) days after the date of the invoice. Otherwise, all charges will be considered correct and binding.

For charges billed through the Customer's local exchange carrier, notice from the Customer of disputed charges must be received by the Company within thirty (30) 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.

Issued: July 26, 2024

Effective:

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

2.8 Payment for Service, (Cont'd.)

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 or require establishment of a prepaid account or use of a debit account.

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.

2.8.4 Return Check Charge

A return check charge of \$20.00 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 tariff 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.

Issued: July 26, 2024

Effective:

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

2.9 Refusal or Discontinuance by Company

2.9.1 Smart Communications may block calls or suspend service as applicable, for any of the following reasons:

- A. For failure of the Customer to pay a bill for service when it is due.
- B. For violation of any of the Company's rules and regulation as set forth herein.
- C. For failure of the Subscriber to provide the Company reasonable access to its equipment and property.
- D. For Subscriber's breach of the contract for service between the Company and the Subscriber.
- E. When necessary for the Company to comply with any order or request of any governmental authority having jurisdiction.
- F. In the event of fraudulent use of the service.
- G. In the event of tampering with the Company's equipment.
- H. In the event of a condition determined to be hazardous to the Customer or Subscriber, to the Company's equipment, the public, or to employees of the Company.
- I. 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.

Issued: July 26, 2024

Effective:

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

### 2.10 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, 911, 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.

### 2.11 Use of Recording Devices

Subscribers who use recording devices do so at their own risk. Subscribers may use a recording device only in compliance with the requirements of local, state, and federal laws.

### 2.12 Adjustment to Rates and Charges

The Company may adjust its rates and charges or impose additional rates and charges on its Customers in order to recover amounts it is required by governmental or quasi-governmental authorities to collect from or pay to others in support of statutory or regulatory programs.

### 2.13 Contracts

Service is offered on a contractual basis to meet specialized requirements of correctional facilities. The terms of each contract shall be mutually agreed upon between the facility and the Company and may include discounts on rates contained herein, charges for specially designed non-telecommunications services, restrictions on the use of certain telephone services or other customized features.

Issued: July 26, 2024

Effective:

### SECTION 3 - SERVICE DESCRIPTIONS AND RATES

#### 3.1 General

The Company offers domestic interstate and international automated operator assisted collect calling services for use by inmates and other incarcerated persons in correctional or confinement facilities. Inmate access to the Company's services may be restricted by the administration of the Institution served. The Company's services are available twenty-four hours per day, seven days a week. Unless otherwise specified in this tariff, intrastate service is offered in conjunction with interstate and international service.

Customers are charged individually for each call placed through the Company's network. Charges are based on individual contracts between the Company and Institutions.

#### 3.2 Timing of Calls

3.2.1 Billing for calls placed over the Company's network is based in part on the duration of the call as follows, unless otherwise specified in this tariff.

3.2.2 Timing of each call begins when the called station is answered (i.e. when two way communications are established.) Answer detection is based on standard industry answer detection methods, including hardware and software answer detection. For Collect Calls, charges apply only if the called party accepts the responsibility for payment.

3.2.3 Chargeable time for each call ends when one of the parties disconnects from the call.

3.2.4 Unless otherwise specified in this tariff, the minimum Initial Period for billing purposes is one (1) minute.

3.2.5 Unless otherwise specified in this tariff, billing for Additional Periods (usage after the Initial Period) is in full one (1) minute increments.

3.2.6 The Company will not knowingly bill for unanswered calls. When a Customer indicates that he/she was billed for an incomplete call, the Company will undertake an investigation of the circumstances of the call and issue a credit when appropriate.



Issued: July 26, 2024

Effective:

SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)

3.3 Institutional Automated Collect Service

Institutional Automated Collect Service is provided for use by inmates and other incarcerated persons in Correctional Institutions. Interstate service is offered in conjunction with intrastate service.

Service may be limited by the administrators of the institutions. Calls are billed to the Called Party. The Called Party must actively accept charges for the call.

Institutional Automated Collect Service allows inmates to make collect calls to terminating interstate and international locations as specified following. An automated system prompts the caller and the called party through user - friendly instructions. The called party must accept responsibility for payment of the charges by dialing the designated digit for acceptance. If a call is not accepted within five (5) seconds of the automated voice recording prompt, the automated recording is replayed a second time. If an acceptance digit is not received five (5) seconds after the second recording is completed, the call is automatically terminated.

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

Issued: July 26, 2024

Effective:

### SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)

#### 3.4 Prepaid Institutional Calling Services

##### 3.4.1 General

Prepaid Institutional Calling Services provide alternative payment arrangements for inmates in Confinement Institutions. 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.

The called party is automatically informed 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. A reminder message is also provided 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.

Payment for Prepaid Institutional Calling Services and any Available Usage in the Prepaid Account is refundable upon request by the called party. After one hundred eighty (180) days of continuous account inactivity have passed, or any alternative period set by state law, the Company will make reasonable efforts to refund the balance in the account to the account holder. If the Company's reasonable efforts to refund the balance of the account fail, the Company will treat the remaining funds in accordance with applicable state consumer protection law requirements concerning unclaimed funds or the disposition of such funds.

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

Issued: July 26, 2024

Effective:

SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)

3.4 Prepaid Institutional Calling Services, (Cont'd.)

3.4.1 General, (Cont'd.)

A. Option A: Prepaid Debit Account

With a Prepaid Debit Account, the inmate is assigned a Personal Identification Number (PIN.) When the inmate places a call, he/she 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 inmate's debit account via 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 use by individuals who receive collect calls from inmates in Confinement Institutions. 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 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 vendor.

There are no minimum deposit amounts required. Additional payments will be accepted with a \$50.00 payment maximum. Initial and additional payments into the account may be made by cashier's check, money order, credit card, debit card, electronic checking or Western Union. Transaction fees will apply for credit card and check by phone transactions. All payments will be subject to applicable taxes.

Issued: July 26, 2024

Effective:

SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)

3.5 Institutional Contract Service Rates - Domestic Interstate

3.5.1 Institutional Rates and Charges

A. Collect, Debit, Prepaid and Prepaid Collect Per Minute Rates

Facility Type	Per Minute*
Prisons**	\$0.12
Jails**	
-Population 1,000 or more	\$0.14
-Population 1, 000 or less	\$0.21

\* Providers subject to an obligation to pay Site Commissions by state statutes or laws and regulations that are adopted pursuant to state administrative procedure statutes where there is notice and an opportunity for public comment such as by a state public utility commission or similar regulatory body with jurisdiction to establish inmate calling services rates, terms, and conditions and that operate independently of the contracting process between Correctional Institutions and Providers, may recover the full amount of such payments through the Legally Mandated Facility Rate Component subject to the limitation that the total rate (Provider-Related Rate Component plus Facility-Related Rate Component) does not exceed \$0.21 per minute.

\*\* Providers that pay Site Commissions pursuant to a contract with the Jail or Prison may recover up to \$0.02 per minute through the Contractually Prescribed Facility Rate Component except where the Provider's total Contractually Prescribed Facility Rate Component results in a lower per-minute rate than \$0.02 per minute of use. In that case, the Provider's Contractually Prescribed Facility Rate Component is limited to the actual amount of its per-minute Site Commission payment up to a maximum of \$0.02 per minute. Providers shall calculate their Contractually Prescribed Facility Rate Component to three decimal places

Issued: July 26, 2024

Effective:

SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)

3.6 Ancillary Service Charges

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

Automated payment fees \$3.00

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

Live Agent Fee \$5.95

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

Paper Bill/Statement Fees \$2.00

- 3.6.4 Single-Call and Related Services – Fees for single-call and related services, e.g., direct bill to mobile phone without setting up and account.

Single-Call and Related Services Fee \$5.95

- 3.6.5 Third-Party Financial Transaction Fee – The exact fee, with no markup, that results from the transaction.

Third-Party Financial Transaction Fee \$3.00