

CONVERSANT TECHNOLOGIES, INC.
2809 Regal Road, Suite 208
Plano, Texas 75075
Issued By: John D. Profanchik, Chief Executive Officer

Tariff No. 2
Original Title Page

Posted: February 20, 2002

INTERNATIONAL SWITCHED VOICE SERVICE

INTERNATIONAL SWITCHED TELECOMMUNICATIONS SERVICE

**REGULATIONS AND SCHEDULES OF CHARGES
APPLICABLE TO SERVICES FURNISHED
FOR**

CONVERSANT TECHNOLOGIES, INC.

ITC-214-20010817-00440

This tariff includes the rates, charges, terms and conditions of service for the provision of international telecommunications services to inmates in confinement institutions provided by Conversant Technologies, Inc. between locations 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.

This tariff is filed pursuant to Section 203 of the Communications Act of 1934, as amended.

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CHECK SHEET

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

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* - indicates those pages includes with this filing.

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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 Tariff 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 Tariff
- (Z)** - Correction

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TARIFF 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 tariff. 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 tariff 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 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 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 tariff user should refer to the latest Check Sheet to find out if a particular page is the most current on file with the Commission.

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APPLICATION OF TARIFF

This tariff contains the regulations and rates applicable to the furnishing of Resale International Telecommunications Services by Conversant Technologies, Inc. between its Customers located within the United States and overseas points as listed herein. Service is furnished subject to the availability of facilities and subject to transmission, atmospheric and like limitations.

Calls to and from a foreign country or area, or calls routed through a foreign country or area, are subject to such restrictions as may be enforced from time to time by the authorities in that country or area.

STATEMENT OF ORIGINATION

The Company's services are offered from all originating locations throughout the Mainland United States, served by the Company.

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SECTION 1 - TERMS AND ABBREVIATIONS

Access Line - An arrangement which connects the Customer's telephone to a Company designated switching center or point of presence.

Authorization Code - A pre-defined series of numbers to be dialed by the Customer or Authorized User upon access to the Carrier's network to identify the caller and validate the caller's authorization to use the services provided.

Authorized User - A person, firm, partnership, corporation or other entity who is authorized by the Customer to be connected to and utilize the Carrier's services under the terms and regulations of this tariff.

CTI - Used throughout this tariff to refer to Conversant Technologies, Inc.

Commissary Account Calls - Calls billed to a commissary or trustee account established, maintained and monitored by the Confinement Institution for use by an Inmate.

Commission - Refers to the Federal Communications Commission.

Company or Carrier - Conversant Technologies, Inc. unless otherwise clearly indicated by the context.

Confinement Institution - See Institution.

Customer - A person, firm, partnership, corporation or other entity which arranges for the Carrier to provide, discontinue or rearrange telecommunications services on behalf of itself or others; uses the Carrier's telecommunications services; and is responsible for payment of charges, all under the provisions and terms of this tariff. In the case of collect-only calling services provided to Inmates of Confinement Institutions, the called party is the Customer and is responsible for payment of charges. In the case of Commissary Account calling services, the Inmate is the Customer and is responsible for payment of charges.

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

Debit Account - An account which is not associated with a Local Exchange Carrier business or residential access line. A Debit Account is established for a Customer with an initial prepaid balance from which charges for service provided by Carrier are deducted on a real time basis.

Debit Card - A card issued by the Company which provides the Customer or Authorized User with a Debit Account, an Authorization Code and instructions for accessing the Carrier's network. Customers purchase usage on a prepaid basis.

Debit Card Call - A service whereby the Customer or Authorized User dials all of the digits necessary to route and bill a call placed from a location other than his/her residence or normal place of business. Service is accessed via a "1-800" or other access code dialing sequence. Usage charges for Debit Card Calls are deducted from the Customers Debit Account on a real time basis.

Equal Access - Where the local exchange company central office provides interconnection to interexchange carriers with Feature Group D circuits. In such end offices, Customers can presubscribe their telephone line(s) to their preferred interexchange carrier.

Initial And Additional Period - The Initial Period denotes the interval of time allowed at the rate specified for a connection between given service points. The Additional Period denotes the interval of time used for measuring and charging for time in excess of the Initial Period.

Inmates - The confined population of Institutions.

Institution - Used throughout this tariff to refer to any type of confinement or correctional facility (i.e. prisons, jails, work farms, detention centers, etc.)

LEC - Local exchange company.

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SECTION 1 - 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.

Personal Identification Number (PIN) - See Authorization Code.

Switched Access - Where access between the Customer and the interexchange carrier is provided on local exchange company Feature Group circuits and the connection to the Customer is a LEC-provided business or residential access line. The cost of switched Feature Group access is billed to the interexchange carrier.

United States - For purposes of this tariff the term "United States" includes the Mainland United States of America, Alaska, Hawaii, Puerto Rico, U.S. Virgin Islands, Guam, and the Commonwealth of the Northern Mariana Islands (CNMI).

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INTERNATIONAL SWITCHED VOICE SERVICE

SECTION 2 - RULES AND REGULATIONS

2.1 Undertaking of the Company

CTI's International Switched Telecommunications Service is a two point telecommunications service which offers calling between locations in the United States and stations in selected countries/areas as specified in Section 3 of this tariff.

The Company's services and facilities are available twenty-four (24) hours per day, seven (7) days per week. For services provided to Inmates of confinement institutions, availability of the Company's services may be limited by the needs of the confinement institutions' administration.

CTI arranges for installation, operation, and maintenance of the communications services provided in this tariff for Customers, Authorized Users and Institutions in accordance with the terms and conditions set forth under this tariff. CTI may act as the Customer's or Institution's agent for ordering access connection facilities provided by other carriers or entities, when authorized by the Customer or Institution, to allow connection of a Customer's or Institution's location to the CTI network. The Customer or Institution shall be responsible for all charges due for such service arrangements.

2.2 Use of Service

Services provided under this tariff may be used by the Customer or Inmate for any lawful telecommunications purpose for which the service is technically suited.

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INTERNATIONAL SWITCHED VOICE SERVICE

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

2.3 Limitations

- 2.3.1** The Company reserves the right to discontinue service when necessitated by conditions beyond its control, or when the Customer or Institution is using the service in violation of the provisions of this tariff, or in violation of the law.
- 2.3.2** Service is offered subject to the availability of the necessary facilities and equipment, or both facilities and equipment, and subject to the provisions of this tariff.
- 2.3.3** 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.
- 2.3.4** Service may be limited or discontinued by the Company, without notice to the Customer or Inmate, by blocking traffic to certain countries, cities, or NXX exchanges when the Company deems it necessary to take such action to prevent unlawful use of its service. Service will be restored service as soon as it can be provided without undue risk.
- 2.3.5** Service provided to Institutions for use by Inmates may be restricted or otherwise limited under the direction of authorized personnel of the Institution's administration at their own discretion.
- 2.3.6** Foreign Telecommunications administrations may impose upon the portion of the end-to-end international service or facilities which they provide, certain limitations, prohibitions or restrictions which may have the effect of limiting the ability of Customers to utilize the services furnished by the Company. It is the responsibility of the Customer to confirm any limitations, prohibitions or restrictions imposed by the Foreign Telecommunications Administration.
- 2.3.7** CTI reserves the right to offer service only from Company Pay Telephones at locations determined at the discretion of the Company.

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

2.4 Assignment and Transfer

All facilities provided under this tariff are directly or indirectly controlled by CTI and neither the Customer nor Institution may transfer or assign the use of service or facilities 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. Such transfer or assignment, when permitted, shall only apply where there is no interruption of the use or location of the service or facilities.

2.5 Liability of the Company

2.5.1 CTI's liability for damages arising out of mistakes, interruptions, omissions, delays, errors, or defects in transmission which occur in the course of furnishing service or facilities, in no event shall exceed \$100.00 or an amount equivalent to the proportionate charge to the Customer, whichever is greater, for the period during which the faults in transmission occur.

2.5.2 The Company shall not be liable 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 or 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.

2.5.3 The Company shall not be liable for, and shall be fully indemnified and held harmless by the Customer or Institution 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 or Institution; 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 directly caused by negligence of the Company.

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

2.5 Liability of the Company, (Cont'd.)

- 2.5.4** The Company shall not be liable for any defacement of or damages to the premises of a Customer or Institution resulting from the furnishing of service which is not the direct result of the Company's negligence.
- 2.5.5** The Company is not liable for any act or omission of any other entity furnishing a portion of the service or any acts or omission of the Customer or Institution.
- 2.5.6** Service furnished by the Company may be interconnected with the services or facilities of other carriers or private systems. However, service furnished is provided solely by the Company and is not a joint undertaking with other parties.
- 2.5.7** The Company shall not be liable for any claim, loss, or refund as a result of loss, theft or fraudulent use of Authorization Codes or Personal Identification Numbers issued for use with the Company's services.

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

2.6 Billing and Payment For Service

2.6.1 Responsibility for Charges

The Customer is responsible for payment of all charges for services and equipment furnished to the Customer for transmission of calls via the Company. In particular and without limitation to the foregoing, the Customer is responsible for any and all cost(s) incurred as the result of:

- A.** Any delegation of authority resulting in the use of his or her communications equipment and/or network services which result in the placement of calls via the Company;
- B.** Any and all use of the services provided by the Company, including calls which the Customer did not individually authorize;
- C.** Any calls placed by or through the Customer's equipment via any remote access feature(s);
- D.** Any calls placed via the Company's Commissary Account Service as a result of the Customer's intentional or negligent disclosure of Authorization Codes assigned to the Customer.

Charges for installations, service connections, moves, rearrangements, and prepaid services, where applicable, are payable upon demand to the Company or its authorized agent. Billing thereafter will include recurring charges and actual usage as defined in this tariff.

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

2.6 Billing and Payment For Service, (Cont'd.)

2.6.2 Payment for Service

All charges due by the Customer are payable to the Company or any agent duly authorized to receive such payments. The billing agent may be the Company, a local exchange telephone company, credit card 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 bodies having jurisdiction.

In Confinement Institutions, calls may be deducted from the Inmate's Commissary Account. This method allows a call to be billed to an Inmate's pre-established account, provided that funds are available in the account to cover the charge for the call.

2.6.3 Disputed Charges

Any objections to billed charges must be reported to the Company or its billing agent within twenty (20) days of the closing date printed on the bill issued to the Customer. Adjustments to Customers' bills shall be made to the extent that circumstances exist which reasonably indicate that such changes are appropriate.

2.6.4 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 limit. Where a requested billing method cannot be validated or maximum credit limit established, or where a Customer's creditworthiness or method of payment is otherwise unacceptable to the Company, the Company may refuse to provide service, require a deposit or advance payment or otherwise restrict or interrupt service to a Customer.

Services provided by the Company are available to Inmates of Confinement Institutions in accordance with facility -authorized programs. The Company may request that the Confinement Institution adopt, as apart of its program, terms that enable the Company to collect the charges of 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.)

2.6 Billing and Payment For Service, (Cont'd.)

2.6.5 Advance Payments

The Company does not normally require advance payments for service. However, for Customers whom the Company determines an advance payment is necessary, CTI 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.

2.6.6 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 thirty (30) days following the date of 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 and pursuant to federal law.

2.6.7 Return Check Charge

The Company reserves the right to assess a return check charge of \$15.00 whenever a check or draft presented for payment of service is not accepted by the institution upon which it is written. Any applicable return check charges will be assessed according to the terms and conditions of the Company or its billing agent and pursuant to federal law.

2.6.8 Deposits

The Company does not normally require deposits. However, the Company reserves the right to collect an amount not to exceed 2 months estimated charges as a deposit from Customers whose credit history is unacceptable or unknown to the Company.

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

2.7 Taxes and Fees

CTI reserves the right to bill any and all applicable taxes in addition to normal long distance usage charges, including, but not limited to: Federal Excise Tax, State Sales Tax, Municipal Taxes and Gross Receipts Tax. Unless otherwise specified in this tariff, such taxes will be itemized separately on Customer bills.

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. Examples of such programs include, but are not limited to, the Universal Service Fund (USF), the Presubscribed Interexchange Carrier Charge (PICC), and compensation to pay telephone service providers for the use of their pay telephones to access the Company's service.

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

2.8 Refunds or Credits for Service Outages or Deficiencies

2.8.1 Credit allowances for interruptions of service which are not due to the Company's testing or adjusting, to the negligence of the Customer or Institution, or to the failure of channels, equipment and/or communications systems provided by the Customer or Institution, are subject to the general liability provisions set forth in this tariff. It shall be the obligation of the Customer to notify Company immediately of any interruption in service for which a credit allowance is desired by Customer. Before giving such notice, the Customer shall ascertain that the trouble is not within his or her control, or is not in wiring or equipment, if any, furnished by Customer.

2.8.2 For purposes of credit computation every month shall be considered to have thirty (30) days. For services with a monthly recurring charge, no credit shall be allowed for an interruption of continuous duration of less than twenty-four (24) hours. The Customer shall be credited for an interruption of one day (24 hours) or more at the rate of 1/30th of the monthly charge for the services affected for each day that the interruption continues. The formula used for computation of credits is as follows:

$$\text{Credit} = A/30 \times B$$

A = outage time in days

B = total monthly charge for affected service.

2.8.3 For message rated toll and operator assisted services, credits will be limited to, at maximum, the price of the initial period of the individual call that was interrupted plus any operator service charges or surcharges required to reconnect the caller.

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INTERNATIONAL SWITCHED VOICE SERVICE

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

2.9 Cancellation or Termination of Service

2.9.1 The Company may terminate service to a Customer or Institution for nonpayment of undisputed charges or other violation of this tariff or provision of law upon five (5) days written notice to the Customer or Institution without incurring any liability for damages due to loss of telephone service to the Customer or Institution.

2.9.2 CTI may refuse or discontinue service under the following conditions provided that, unless otherwise stated, the Customer or Institution shall be given five (5) days notice to comply with any rule or remedy any deficiency:

- A.** For non-compliance with or violation of any State, municipal, or Federal law, ordinance or regulation pertaining to telephone service.
- B.** For use of telephone service for any purpose other than that described in the application.
- C.** For neglect or refusal to provide reasonable access to CTI or its agents for the purpose of inspection and maintenance of equipment owned by CTI or its agents.
- D.** For noncompliance with or violation of Commission regulation or CTI's rules and regulations on file with the Commission.

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

2.9 Cancellation or Termination of Service, (Cont'd.)

2.9.3 CTI may refuse or discontinue service without notice under the following conditions:

- A.** In the event Customer, Institution or Authorized User uses equipment in such a manner as to adversely affect CTI's equipment or service to others;
- B.** In the event of tampering with the equipment or services owned by CTI or its agents;
- C.** In the event of unauthorized or fraudulent use of service. Whenever service is discontinued for fraudulent use of service, CTI may, before restoring service, require the Customer or Institution to make, at his or her own expense, all changes in facilities or equipment necessary to eliminate illegal use and to pay an amount reasonably estimated as the loss in revenues resulting from such fraudulent use;
- D.** By reason of any order or decision of a court or other government authority having jurisdiction which prohibits Carrier from furnishing such services;
- E.** For periods of inactivity over sixty (60) days.

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

2.10 Cancellation by the Customer

The Customer may have service discontinued upon written notice to the Company. The Company shall hold the Customer responsible for payment of all bills for service furnished until the cancellation date specified by the Customer or until the date that the written cancellation notice is received, whichever is later.

2.11 Restoration of Service

If service has been discontinued for nonpayment or as otherwise provided herein and the Customer wishes it continued, service shall, at the Company's discretion, be restored when all past due amounts are paid or the event giving rise to the discontinuance (if other than nonpayment) is corrected.

Restoration of disrupted services shall be in accordance with Federal Communications Commission Rules and Regulations, which specify the priority system for such activities.

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

2.12 Interconnection

2.12.1 Service furnished by the Company may be interconnected with services or facilities of other authorized communications common carriers and with private systems, subject to technical limitations established by the Company. Service furnished by the Company is not part of a joint undertaking with such other common carriers or systems. The Company does not undertake to provide any special facilities, equipment, or services to enable the Customer to interconnect the facilities or the equipment of the Company with services or facilities of other common carriers or with private systems.

2.12.2 Interconnection with the services or facilities of other common carriers shall be under the applicable terms and conditions of this tariff and the other common carrier's tariffs.

2.12.3 The Customer shall ensure that the facilities or equipment provided by the Customer are properly interconnected with the facilities or equipment of the Company. If the Customer maintains or operates the interconnected facilities or equipment in a manner which results or may result in harm to the Company's facilities, equipment, personnel, or the quality of service, the Company may, upon written notice, require the use of protective equipment at the Customer's expense. If this written notice fails to eliminate the actual or potential harm, the Company may, upon written notice, terminate the existing service of the Customer.

2.13 Terminal Equipment

The Company's facilities and service may be used with or terminated in terminal equipment or communications systems such as a PBX, key system, single line telephone, or pay telephone. Such terminal equipment shall be furnished and maintained at the expense of the Customer. The Customer is responsible for all costs at his or her premises, including personnel, wiring, electrical power, and the like, incurred in the use of CTI's service. When such terminal equipment is used, the equipment shall comply with the generally accepted minimum protective criteria standards of the telecommunications industry.

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

2.14 Inspection, Testing and Adjustment

2.14.1 Upon reasonable notice, the facilities or equipment provided by the Company shall be made available to the Company for such tests and adjustments as may be necessary for their maintenance in a condition satisfactory to the Company. No interruption allowance shall be granted for the time during which such tests and adjustments are made, unless such interruption exceeds twenty-four hours in length and credit for the interruption is requested by the Customer.

2.14.2 Upon reasonable notice, the facilities or equipment provided by the Company shall be made available to the Company for such tests and adjustments as may be necessary for their maintenance in a condition satisfactory to the Company. No interruption allowance shall be granted for the time during which such tests and adjustments are made, unless such interruption exceeds twenty-four hours in length and is requested by the Customer.

2.15 Use of Recording Devices

Customers and Authorized Users who use recording devices do so at their own risk. A Customer or Authorized User may only use a recording device if the Customer or Authorized User complies with the requirements of this section and is able to connect or disconnect the recording device, or turn the recording device on or off, at will.

2.15.1 Customers or Authorized Users may record a conversation if the Customer or Authorized User first obtains written or verbal consent to the recording from all parties to the conversation prior to or at the beginning of the conversation.

2.15.2 A distinctive recorder tone must be repeated at intervals of approximately fifteen (15) seconds to alert all parties to the conversation that a recording device is being used.

2.15.3 The requirements of 2.13.1 and 2.13.2 are waived for Broadcast licensees who use a recording device to record a conversation for broadcast if all parties to the conversation are aware that the conversation will be broadcast.

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SECTION 3 - SERVICE DESCRIPTIONS AND RATES

3.1 General

CTI provides international long distance services for communications originating within the United States under the terms of this tariff.

Customers are billed based on their use of CTI's network and services. Charges may vary by service offering, mileage band, class of call, time of day, day of week, and/or call duration.

When a Customer elects to use the Company's Debit Card or Debit Account services, calls may be initiated from any location within the United States from which the caller can dial the appropriate access code(s) and may be placed to any international location listed in Section 3 of this tariff.

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

3.2 Timing of Calls

Billing for calls placed over the CTI network is based in part on the duration of the call as follows, unless otherwise specified in this tariff:

- 3.2.1** 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.
- 3.2.2** Chargeable time for calls ends when one of the parties disconnects from the call.
- 3.2.3** For billing purposes, minimum call duration periods vary by service and are specified by product or option in subsequent sections of this tariff.
- 3.2.4** For billing purposes, usage after the initial period varies by service and is specified by product or option in subsequent sections of this tariff.
- 3.2.5** The Company will not knowingly bill for unanswered calls. When a Customer indicates that he/she was billed for an incomplete call, CTI will reasonably issue credit for the call.

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INTERNATIONAL SWITCHED VOICE SERVICE

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

3.3 Rate Periods and Holidays

- 3.3.1** Rate periods associated with international services, if applicable, vary by country and are specified on a per service basis in other sections of this tariff.
- 3.3.2** Holiday discounts do not apply to international long distance services.
- 3.3.3** For time of day sensitive services, calls are billed based on the rate in effect at the time the call begins. Calls that cross rate period boundaries are billed the rate in effect at the beginning of the call for the duration of the entire call.

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INTERNATIONAL SWITCHED VOICE SERVICE

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

3.4 Institutional Commissary Account Calling

3.4.1 General

Institutional Commissary Account Calling Service allows Inmates to place international calls through an automated call processing system. The call processing system prompts the Inmate such that the call is completed without live operator assistance. Calls are billed to the Inmate's Commissary Account at rates which are specified in Section 3.4.2 below.

Establishment of a Commissary Account entitles the Inmate to access the Carrier's network for a preset amount of usage. Usage will be billed to the Inmate's Commissary Account balance in full-minute increments on a real-time basis. Customers will be interrupted with an announcement when the account balance is about to be exhausted.

Inmates may renew or increase the available usage balance within the account by making additional payments to the Commissary Account.

Commissary Account Service rates provided in this section apply to calls placed from Institutions located in the United States to international points specified below. A number of special blocking and screening capabilities are available with Institutional Commissary Account Calling Services provided by CTI. 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.

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

- (a) At the request of the Institution, CTI 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).
- (b) At the request of the Institution, CTI may block Inmate access to "911", "411", or local operators reached through "0-" dialing.

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

3.4 Institutional Commissary Account Calling, (Cont'd.)

3.4.1 General, (Cont'd.)

- (c) At the request of the Institution, CTI may block Inmate access to specific telephone numbers, or limit access to specific telephone numbers.
- (d) Availability of CTI's services may be restricted by the Institution to certain hours and/or days of the week.
- (e) At the request of the Institution, no notices or signage concerning the Company's services will be posted with its instruments. Information concerning CTI'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.
- (f) At the request of the Institution, CTI may impose time limits on local and long distance calls placed using its services.
- (g) At the request of the Institution, equipment may be provided which permits monitoring of Inmate calls by legally authorized government officials.
- (h) Calls to "900", "976" or other pay-per-call services are blocked by CTI.
- (i) Service may be restricted or otherwise limited under the direction of authorized personnel of the Institution at their own discretion.

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

3.5 Debit Services

3.5.1 General

CTI's Debit Services are offered for Customer use 24 hours a day, seven days a week to all valid terminating locations specified in this section.

Access to CTI's Debit Services is via a toll-free number. The Customer must input a valid Authorization Code in addition to the destination number with country code and/or area code.

Purchase of a Debit Card or establishment of a Debit Account entitles the consumer to access the Carrier's network for a preset amount of usage. Usage will be debited from the available card or account balance in full-minute increments on a real-time basis. Customers will be interrupted with an announcement when the account balance is about to be exhausted.

Balances in debit accounts are non-refundable and will expire on the date specified on the Debit Card or package in which the card is enclosed. In the case of service provided without a Debit Card, expiration occurs within one year from the date of establishment or last renewal unless otherwise specified in writing by the Carrier.

Unlike a deposit or advance payment, the debit card account balance is not held against future payment as all service is available for immediate consumption.

Debit Service rates provided in this section apply to calls placed from locations in the Mainland United States to international points specified. Rates are applicable to CTI's Debit Card Service and Inmate-only Debit Account Service.

For Customer accounts provided with a renewal option, Customers may renew or increase the available usage balance within an account by making additional payments to the Company or the Company's authorized agents.

For billing purposes, call timing is rounded up to the next full minute increment after a minimum initial period of one (1) minute. No time of day, holiday or volume discounts apply. The Per Minute rates listed below are inclusive of all applicable taxes.

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INTERNATIONAL SWITCHED VOICE SERVICE

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

3.5 Contract Rates - Prepaid Calling Services

This section sets forth the rates and charges applicable to the Company's international Prepaid Calling Services.

3.5.1 Contracts - Locations 1, 3, 5, 6, 7

Calls are billed in one (1) minute increments following an initial period of one (1) minute. Contract includes a facility-specific mix of services and non-regulated screening and blocking equipment. Rates are not mileage sensitive nor time-of-day sensitive. No holiday or volume discounts apply. Contracts will expire January 17, 2005, June 1, 2005, March 11, 2006, and June 16, 2006.

Country	Rate Per Minute	Country	Rate Per Minute
Andorra	\$1.00	El Salvador	\$1.20
Argentina	\$1.20	Falkland Islands	\$3.00
Aruba	\$0.75	France	\$0.75
Australia	\$1.00	Germany	\$0.75
Bahamas	\$1.00	Ghana	\$1.25
Bangladesh	\$2.10	Greece	\$1.25
Belgium	\$1.00	Guatemala	\$1.25
Belize	\$1.20	Haiti	\$1.40
Bolivia	\$2.25	Honduras	\$1.25
Brazil	\$1.10	Hong Kong	\$1.25
Canada	\$0.40	India	\$1.60
Cayman Islands	\$1.30	Indonesia	\$1.60
Chile	\$0.80	Ireland	\$1.25
China	\$1.60	Israel	\$1.25
Columbia	\$1.20	Italy	\$1.25
Costa Rica	\$1.10	Jamaica	\$1.30
Cuba	\$1.40	Japan	\$1.25
Denmark	\$0.75	Kenya	\$2.25
Dominican Republic	\$1.30	Korea - North	\$1.25
Ecuador	\$1.20	Kuwait	\$2.00
Egypt	\$2.00	Malaysia	\$1.00

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INTERNATIONAL SWITCHED VOICE SERVICE

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

3.5 Contract Rates - Prepaid Calling Services, (Cont'd.)

3.5.1 Contracts - Locations 1, 3, 5, 6, 7 (cont'd.)

Country	Rate Per Minute	Country	Rate Per Minute
Mexico	\$1.00	Tunisia	\$3.00
Monaco	\$1.00	Turkey	\$1.10
Morocco	\$3.00	Uganda	\$3.00
Myanmar	\$3.25	United Kingdom	\$0.75
Netherlands	\$1.00	Uruguay	\$1.60
Nicaragua	\$1.30	Vatican City	\$1.00
Nigeria	\$1.55	Venezuela	\$1.00
Norway	\$1.25	Vietnam	\$2.20
Pakistan	\$2.00	Yemen	\$2.00
Panama	\$1.30		
Peru	\$1.50		
Philippines	\$1.20		
Poland	\$1.30		
Portugal	\$1.30		
Russia	\$1.20		
Saipan	\$1.00		
Saudi Arabia	\$1.70		
Serbia, Montenegro	\$2.00		
Singapore	\$1.00		
South Africa	\$1.20		
Spain	\$1.00		
Sweden	\$1.00		
Switzerland	\$1.00		
Taiwan	\$1.00		
Thailand	\$1.50		
Togo	\$3.00		
Trinidad & Tobago	\$1.50		

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INTERNATIONAL SWITCHED VOICE SERVICE

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

3.5 Contract Rates - Prepaid Calling Services, (Cont'd.)

3.5.2 Contract - Location 2

Calls are billed in one (1) minute increments following an initial period of one (1) minute. Contract includes a facility-specific mix of services and non-regulated screening and blocking equipment. Rates are not mileage sensitive nor time-of-day sensitive. No holiday or volume discounts apply. Contract will expire July 25, 2007.

Country	Rate Per Minute	Country	Rate Per Minute
Andorra	\$1.00	Falkland Islands	\$3.00
Argentina	\$1.00	France	\$0.75
Aruba	\$0.75	Germany	\$0.75
Australia	\$0.85	Ghana	\$1.25
Bahamas	\$0.90	Greece	\$1.25
Bangladesh	\$1.90	Guatemala	\$1.25
Belgium	\$0.80	Haiti	\$1.40
Belize	\$1.20	Honduras	\$1.25
Bolivia	\$1.90	Hong Kong	\$1.25
Brazil	\$0.90	India	\$1.60
Canada	\$0.40	Indonesia	\$1.60
Cayman Islands	\$1.00	Ireland	\$1.00
Chile	\$0.80	Israel	\$1.00
China	\$1.60	Italy	\$1.00
Columbia	\$1.00	Jamaica	\$1.15
Costa Rica	\$0.90	Japan	\$1.00
Cuba	\$1.40	Kenya	\$2.00
Denmark	\$0.75	Korea - North	\$1.10
Dominican Republic	\$1.00	Kuwait	\$1.80
Ecuador	\$1.20	Malaysia	\$0.80
Egypt	\$1.80	Mexico	\$0.85
El Salvador	\$1.10	Monaco	\$0.85

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INTERNATIONAL SWITCHED VOICE SERVICE

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

3.5 Contract Rates - Prepaid Calling Services, (Cont'd.)

3.5.2 Contract - Location 2, (cont'd.)

Country	Rate Per Minute	Country	Rate Per Minute
Morocco	\$2.30	Sweden	\$0.90
Myanmar	\$3.00	Switzerland	\$0.90
Netherlands	\$0.85	Taiwan	\$0.90
Nicaragua	\$1.15	Thailand	\$1.25
Nigeria	\$1.40	Togo	\$2.70
Norway	\$1.00	Trinidad & Tobago	\$1.25
Pakistan	\$1.90	Tunisia	\$2.00
Panama	\$1.15	Turkey	\$1.10
Peru	\$1.35	Uganda	\$2.25
Philippines	\$1.00	United Kingdom	\$0.50
Poland	\$1.00	Uruguay	\$1.40
Portugal	\$1.00	Vatican City	\$0.85
Russia	\$1.00	Venezuela	\$0.90
Saipan	\$1.00	Vietnam	\$2.00
Saudi Arabia	\$1.70	Yemen Arabia	\$2.00
Serbia, Montenegro	\$2.00		
Singapore	\$0.90		
South Africa	\$1.00		
Spain	\$0.90		

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

3.5 Contract Rates - Prepaid Calling Services, (Cont'd.)

3.5.4 Contract - Location 4

Calls are billed in one (1) minute increments following an initial period of one (1) minute. Contract includes a facility-specific mix of services and non-regulated screening and blocking equipment. Rates are not mileage sensitive nor time-of-day sensitive. No holiday or volume discounts apply. Contract will expire March 11, 2008.

Country	Rate Per Minute	Country	Rate Per Minute
Andorra	\$1.25	Ecuador	\$1.70
Argentina	\$1.25	Egypt	\$2.00
Aruba	\$1.15	El Salvador	\$1.50
Australia	\$0.75	Falkland Islands	\$3.00
Bahamas	\$0.75	France	\$0.75
Bangladesh	\$2.75	Germany	\$0.75
Belgium	\$0.75	Ghana	\$1.75
Belize	\$2.00	Greece	\$0.75
Bolivia	\$1.75	Guatemala	\$1.40
Brazil	\$1.10	Haiti	\$2.00
British Virgin Islands	\$1.20	Honduras	\$1.50
Canada	\$0.65	Hong Kong	\$0.75
Cayman Islands	\$1.15	India	\$2.00
Chile	\$1.15	Indonesia	\$1.50
China	\$1.50	Ireland	\$0.75
Columbia	\$1.40	Israel	\$0.95
Costa Rica	\$1.10	Italy	\$0.75
Cuba	\$2.25	Jamaica	\$1.50
Denmark	\$0.75	Japan	\$0.75
Dominican Republic	\$1.00	Kenya	\$2.25

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

3.5 Contract Rates - Prepaid Calling Services, (Cont'd.)

3.5.3 Contract - Location 4, (cont'd.)

Country	Rate Per Minute	Country	Rate Per Minute
Korea - North	\$3.00	South Africa	\$1.25
Kuwait	\$2.25	Spain	\$0.75
Malaysia	\$1.15	Sudan	\$3.00
Mexico	\$1.00	Sweden	\$0.75
Monaco	\$0.75	Switzerland	\$0.75
Morocco	\$2.25	Taiwan	\$0.95
Myanmar	\$3.00	Thailand	\$1.25
Netherlands	\$0.75	Togo	\$2.75
Nicaragua	\$1.50	Trinidad & Tobago	\$1.40
Nigeria	\$2.00	Tunisia	\$1.75
Norway	\$0.75	Turkey	\$1.40
Pakistan	\$2.50	Uganda	\$2.25
Panama	\$1.50	United Arab Emirates	\$1.00
Peru	\$1.50	United Kingdom	\$0.50
Philippines	\$1.20	Uruguay	\$1.50
Poland	\$1.15	Vatican City	\$0.75
Portugal	\$0.75	Venezuela	\$1.20
Russia	\$1.15	Vietnam	\$2.75
Saipan	\$1.00	Yemen Arabia	\$2.25
Saudi Arabia	\$2.25		
Serbia, Montenegro	\$2.00		
Singapore	\$0.95		

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SECTION 4 - CONTRACTS AND PROMOTIONS

4.1 Contracts - General

At the option of the Company, service may be offered on a contract basis to meet specialized requirements of the Customer not contemplated in this tariff. The terms of each contract shall be mutually agreed upon between the Customer and Company and may include discounts on rates contained herein, waiver of recurring or nonrecurring charges, charges for specially designed and constructed services not contained in the Company's general service offerings, or other customized features. The terms of the contract may be based partially or completely on the term and volume commitment, type of originating or terminating access, mixture of services or other distinguishing features. Service shall be available to all similarly situated Customers for a fixed period of time following the initial offering to the first contract Customer, as specified in each individual contract.

4.2 Promotions - General

From time to time the Company shall, at its option, promote subscription or stimulate network usage by offering to waive some or all of the nonrecurring or recurring charges for the Customer (if eligible) of target services for a limited duration. Such promotions shall be made available to all similarly situated Customers in the target market area and will comply with all applicable Commission regulations.

4.3 Demonstration of Service Promotion

From time to time the Company may demonstrate service for potential Customers by providing free use of its network on a limited basis for a period of time, not to exceed one (1) month. Demonstration of service and the type, duration or quantity of service provided will be at the Company's discretion.