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July 14, 2023

Via E-File

Sallie Tanner
Executive Secretary
Georgia Public Service Commission
244 Washington Street, SW
Atlanta, GA 30334-9052

Re: Telmate, LLC d/b/a ViaPath Technologies
Revised Tariff No. 1

Dear Secretary Tanner:

Telmate, LLC d/b/a ViaPath Technologies (the "Company") respectfully submits the enclosed revised Tariff No. 1. Each page of the tariff is included in this filing to reflect the addition of the Company's previously-approved DBA name in the header and in the text as marked, and the Company's updated address in the footer. The addition of the Company's DBA name was approved in Docket No. 32493.

Additional substantive edits have been made on the tariff pages listed below. The purpose of these changes is to update definitions, update certain terms and conditions, remove outdated provisions, and update certain rates:

- 1st Revised Page 2 – Updates Check Sheet
- 1st Revised Page 5 – Updates definitions
- 1st Revised Page 7 – Updates definitions
- 1st Revised Page 8 – Updates definitions
- Original Page 15.1 – Updates terms and conditions
- 1st Revised Page 18 – Removes outdated provisions
- 1st Revised Page 24 – Updates terms and conditions
- 1st Revised Page 25 – Updates terms and conditions
- Original Page 25.1 – Updates terms and conditions
- 1st Revised Page 26 – Updates rates
- 1st Revised Page 27 – Removes outdated provisions
- 1st Revised Page 28 – Updates ancillary service charges to reflect FCC rules
- 1st Revised Page 29 – Removes outdated provisions
- 1st Revised Page 31 – Removes outdated provisions
- 1st Revised Page 32 – Removes outdated provisions

The Company respectfully requests an effective date of August 14, 2023 for the revised tariff pages.

If you have any questions regarding this filing, please contact the undersigned.

Respectfully submitted,

/s/ Angela F. Collins

Angela F. Collins

Enclosure

GEORGIA INSTITUTIONAL TELECOMMUNICATIONS SERVICES

TITLE SHEET

GEORGIA INSTITUTIONAL TELECOMMUNICATIONS TARIFF

This tariff contains the descriptions, regulations, and rates applicable to the furnishing of inmate services provided by Telmate, LLC d/b/a ViaPath Technologies, with the principal offices at 3120 Fairview Park Drive, Suite 300, Falls Church, VA 22042. This tariff applies to services furnished within the state of Georgia. This tariff is on file with the Georgia Public Service Commission, Utilities Division and may be inspected during normal business hours at the Company's principal place of business. **(T)** **(T)** **(D)** **(D)**

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1-866-516-0115

GEORGIA INSTITUTIONAL TELECOMMUNICATIONS SERVICES

CHECK SHEET

SHEETS l THROUGH 33, INCLUSIVE OF THIS TARIFF ARE EFFECTIVE AS OF THE DATES SHOWN AT THE BOTTOM OF THE RESPECTIVE SHEET(S). ORIGINAL AND REVISED SHEETS AS NAMED BELOW COMPRISE ALL CHANGES FROM THE ORIGINAL TARIFF AND ARE CURRENTLY IN EFFECT AS OF THE DATE ON THE BOTTOM OF THIS PAGE.

Sheet	Revision	Sheet	Revision	Sheet	Revision
1	1st Revised*	17	1st Revised*	33	1st Revised*
2	1st Revised*	18	1st Revised*		
3	1st Revised*	19	1st Revised*		
4	1st Revised*	20	1st Revised*		
5	1st Revised*	21	1st Revised*		
6	1st Revised*	22	1st Revised*		
7	1st Revised*	23	1st Revised*		
8	1st Revised*	24	1st Revised*		
9	1st Revised*	25	1st Revised*		
10	1st Revised*	25.1	Original*		
11	1st Revised*	26	1st Revised*		
12	1st Revised*	27	1st Revised*		
13	1st Revised*	28	1st Revised*		
14	1st Revised*	29	1st Revised*		
15	1st Revised*	30	1st Revised*		
15.1	Original*	31	1st Revised*		
16	1st Revised*	32	1st Revised*		

* Indicates all pages included with this filing

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GEORGIA INSTITUTIONAL TELECOMMUNICATIONS SERVICES

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GEORGIA INSTITUTIONAL TELECOMMUNICATIONS SERVICES

EXPLANATION OF SYMBOLS

Page Numbering - Page numbers appear in the upper right hand comer of the page. Pages are numbered sequentially. From time to time new pages may be added to the tariff. When a new page is added between existing pages a decimal is added to the preceding page number. For example, a new page added between pages 2 and 3 would be numbered 2.1.

Explanation of Symbols - When changes are made in any tariff sheet, a revised sheet will be issued cancelling the tariff sheet affected. Changes will be identified on the revised page(s) through the use of the following symbols:

C - To signify changed regulation
D - To signify discounted rate or regulation
I - To signify increased rate
N - To signify new rate or regulation
R - To signify reduced rates
S - To signify reissued matter
T - To signify a change in text but no change in rate or regulation
M - To signify matter relocated without change
Z - To signify a correction
T - Change in text or regulation

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GEORGIA INSTITUTIONAL TELECOMMUNICATIONS SERVICES

SECTION 1 – DEFINITIONS

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

Alternative Local Telephone Service Providers - Carriers such as CLEC, VOIP, or Wireless Carriers that do not provide billing and collection agreements for other carriers. When the Customer chooses to use an Alternative Local Telephone Service Provider, the Company will assist the Customer in establishing billing arrangements through Company Direct Bill or Prepaid Account Programs with multiple payment options through the Company or Third Party Payment Processors.

Automated Call Processing System - Equipment that automates the placement of collect calls, including recordation of billing information.

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

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

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

Billing Service Company - Third party company that bills customer on behalf of provider or local exchange carriers.

Bill Statement Fee (BSF) – A fee assessed to recover the costs associated with LEC Billings.

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GEORGIA INSTITUTIONAL TELECOMMUNICATIONS SERVICES

SECTION 1 – DEFINITIONS (continued)

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

Called Station - The terminating point of a call (i.e., the called number). Calling Station- The originating point of a call (i.e., the calling number).

Client - The confinement facility administration or the government entity with which the Company has contracted to provide service.

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

Commission – The Georgia Public Service Commission.

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

Company –Telmate, LLC d/b/a ViaPath Technologies **(T)**

Completed Calls – Call that are answered by the called party or the party's machine on the distant end.

Completion of a Collect Call- A call is completed when the call is accepted at the call station.

CrossLATA – When a call is made from a Facility to a number whose physical location cannot be ascertained through traditional call data sourcing methods.

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

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

Delinquent Date – The last day for payment without unpaid amounts being subject to a late payment.

Disconnection – The disabling of circuitry preventing outgoing calls.

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GEORGIA INSTITUTIONAL TELECOMMUNICATIONS SERVICES

SECTION 1 – DEFINITIONS (continued)

Facility- A local, state, or federal facility that has authorized the Company to provide inmate services.

Fixed Service Charge –A fee, in addition to the underlying local call rate or long distance measured charge, for providing services when using the inmate telephone.

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

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

Inmate Telephone- A coinless telephone instrument conforming with Georgia Public Service Commission Utilities Division Orders and Regulations governing such equipment.

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

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

Interexchange Carrier (IXC) - a company which furnishes interexchange telephone service.

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

Local Exchange Carrier ("LEC") – A certified telecommunications company that provides local exchange service to customers in the State of Georgia.

Measured Charge- A distance-sensitive charge assessed on a per-minute basis in calculating a portion of the charge due for a completed call.

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GEORGIA INSTITUTIONAL TELECOMMUNICATIONS SERVICES

SECTION 1 – DEFINITIONS (continued)

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

Quick Connect – A single call service for calls placed from the inmate facility to mobile phones or a telecom service where the called party does not have an account or does not want to establish an account.

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Toll Call- A call originating in one exchange and terminating in another that is not part of the exchange and is not a part of any extended area service arrangement. These calls can be either intraLATA or interLATA long distance calls.

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GEORGIA INSTITUTIONAL TELECOMMUNICATIONS SERVICES

SECTION 2 – RULES AND REGULATIONS

2.1 Undertaking of the Company

The Company's inmate telephone services are furnished for communications originating in Confinement Facilities within the State of Georgia.

The Company installs, operates and maintains the communications services provided hereunder in accordance with the terms and conditions set forth under this Tariff. The Company furnishes its inmate telephone services for the benefit of inmates housed in local, county, and state Confinement Facilities as well as for the benefit of the people Inmates call. The Company may act as the Subscriber's agent for ordering access connection facilities provided by other carriers or entities, when authorized by the Subscriber, to allow connection of a Subscriber's location to the Company network

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

2.2 Limitations

2.2.1 Service is offered subject to the availability of the necessary facilities and equipment, and is subject to the provisions of this Tariff.

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

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

All equipment located onsite in the Confinement Facility or at the Company operations centers, and necessary to provide services is owned and operated by the Company.

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

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GEORGIA INSTITUTIONAL TELECOMMUNICATIONS SERVICES

SECTION 2 – RULES AND REGULATIONS (continued)

2.2 Limitations (continued)

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

2.2.3 Calls to Company numbers and other numbers stipulated by Confinement Facility authorities will be blocked in the interest of public safety and to avoid harassment.

2.2.4 Calls dialed lOXXX+O, 950,911, 900, 976, 700, 411 and other information calls are blocked.

2.2.5 The Company will also block calls in the following circumstances, subject to provisions of this Tariff that provide Customers with alternative means for connecting calls:

A. When the Customer's Local Exchange Carrier or Alternative Local Telephone Service Provider does not provide billing for collect calls;
B. When the telephone number in question lacks sufficient billing history or billing information;
C. When the Local Exchange Carrier identifies multiple lines at a particular address;
D. When the Local Exchange Carrier has a collect call block on the line;
E. When the amount of collect calls received by a particular phone number has reached the billing limits established with the Customer's or Billed Party's Local Exchange Carrier based on that carrier's uncollectible revenue history;
F. When a Prepaid Customer's account balance lacks available funds;
G. When a Customer's Direct Bill account balance is over the established credit limit.

When a Customer with one of the above circumstances receives a call from an inmate, the call will be connected and a one-minute courtesy call will be provided to the Customer. The Customer will be instructed to call the Company's 1-800 customer service number where they will be told why their number is blocked and they will be given an opportunity to open a Company account twenty- four hours a day, seven days a week.

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GEORGIA INSTITUTIONAL TELECOMMUNICATIONS SERVICES

SECTION 2 – RULES AND REGULATIONS (continued)

2.2 Limitations (continued)

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

A. When the Confinement Facility has placed a block on the phone number;
B. When the Customer or telephone subscriber has requested a block on their phone number;
C. When a Local Exchange Carrier notifies the Company that the subscriber owes past due Company charges to the Local Exchange Carrier;
D. When a Customer account is in "collection status", i.e. NSF check, invalid check, fraudulent credit card payment, etc.

2.2.7 Maximum call duration is limited to any maximum duration specified by the Confinement Facility.

2.3 Liability of the Company

2.3.1 The Company's liability for damages arising out of mistakes, interruptions, omissions, delays, errors or defects in the transmission occurring in the course of furnishing service, and not caused by the negligence of its employees or its agents, in no event shall exceed the amount equal to the charge to the customer or called party for the period during which the aforementioned faults in the transmission occur. In no event will the Company be liable for consequential damages from any such interruptions of service.

The Company is not liable for damages to a Confinement Facility resulting from the furnishing of service including the installation and removal of equipment and associated wiring, unless the damage is caused by the Company's negligence.

The Company shall not be liable for, and shall be fully indemnified and held harmless by Subscriber and End User against any claim or loss, expense, or damage (including indirect, special or consequential damage) for defamation, libel, slander, invasion, infringement of copy-right 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 Subscriber or End User; 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.

GEORGIA INSTITUTIONAL TELECOMMUNICATIONS SERVICES

SECTION 2 – RULES AND REGULATIONS (continued)

2.3 Liability of the Company (continued)

In addition, the Company shall not be responsible for interruptions of service resulting from the following:
1) when the parties stop talking without hanging up;
2) attempts to make a 3-way call;
3) attempts to answer Call Waiting;
4) attempts to put a call on hold;
5) attempts to transfer a call;
6) use of a cordless phone; and/or
7) use of a cell phone.

2.3.2 The Company shall not be liable for and shall be indemnified and held harmless by Customers, Calling Parties, Inmates and/or Called Parties against:

A. Claims for libel, slander, or infringement or copyright arising out of the material, data, information, or other content transmitted over the Company's facilities.

B. All loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted or assessed by Customer, Calling Party, Called Party, Inmate or any other party or person, or for any destruction of any property, whether owned by a Customer or others, caused by or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, condition, location or use of facilities or equipment provided by the Company which is not the direct result of the Company's negligence. No agents or employees of other carriers or companies shall be deemed to be agents or employees of the Company without written authorization.

C. All other claims arising out of any act or omission of the Customer, Called Party, Calling Party, or any other person in connection with any service or facility provided by the Company.

D. Violations of the provisions of this Tariff.

2.4 Taxes and Fees

2.4.1 All state and local taxes and any fee imposed by a governmental entity (e.g. sales tax, municipal utilities tax, telecommunications business license tax, USF assessment) are listed as separate line items and are not included in the rates and charges specified in Section 4.

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GEORGIA INSTITUTIONAL TELECOMMUNICATIONS SERVICES

SECTION 2 – RULES AND REGULATIONS (continued)

2.4 Taxes and Fees (continued)

2.4.2 To the extent that a municipality, other political subdivision or local agency of government, or Commission imposes upon and collects from the Company a gross receipts tax, occupation tax, license tax, permit fee, franchise fee or imposes regulatory fee, such taxes and fees shall, insofar as practicable and allowed by law, be billed pro rata to Customers receiving service from the Company within the territorial limits of such municipality, other political subdivision or local agency of government.

2.4.3 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. Such adjustments shall be listed in this Tariff.

2.4.4 Universal Service Fees

The Universal Service Fees ("USF") on your phone bill are regulated by federal and state law. The USF is based on a specific percentage of the cost of the calls set by the federal government for interstate calls and set by state government for intra-state calls.

2.5 Payment for Service

2.5.1 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 must be received in writing 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 Company (LEC), notice from the Customer of disputed charges must be received in writing by the Company within ninety (90) days after the bill is issued. Otherwise, all charges will be considered correct and binding.

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

A. Contact Customer Service: Customers with questions about billed charges may contact the Company directly at 1-866-516-0115 twenty-four hours a day. The Company's automated phone system can provide the Customer with account balance, call and payment activity, information on why an account is blocked, information on how to open an account and answer the most frequently asked questions.

A Customer wishing to speak to a Customer Service Representative can call 1-866-516-0115 Monday through Friday from 8:00 am to 8:00pm and on Saturday from 9:00 am to 2:00pm and follow the voice prompts to reach a Customer Service Representative.

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GEORGIA INSTITUTIONAL TELECOMMUNICATIONS SERVICES

SECTION 2 – RULES AND REGULATIONS (continued)

2.5.1 Disputed Charges (continued)

Those persons who have not yet established an account with the Company nor received a call from the Company requesting the establishment of an account may contact the Company at 1-866-516-0115. The customer will be asked by an automated voice prompt to enter their phone number. When their number is not identified as an active account, the customer will be transferred to a Customer Service Representative.

The Customer can contact a Company Customer Service Representative via e-mail at https://www.gettingout.com/contact-us/ or by mail at the following address: **(T)**

Telmate, LLC d/b/a ViaPath Technologies
Customer Service **(T)**
(866) 516-0115
P.O. Box 1137
Fruitland, ID 83619

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

B. Contact Customer Relations: If the Customer is not satisfied with the Company's service or the resolution of any billing issue, the Customer can file a complaint with Customer Relations via e-mail at https://www.gettingout.com/contact-us/. All complaints are addressed by the Customer Relations Manager the day they are received during normal business hours Monday through Friday. **(T)**

C. Contact Better Business Bureau: The Company is a member in good standing of the Better Business Bureau Online Reliability Program. If the Customer is not satisfied with the Company's services, they can use the BBB link on the Company's website home page to file a complaint with the BBB. All complaints are addressed the day they are received during normal business hours.

D. Contact Commission: If the Customer is not satisfied with the resolution of intrastate billed charges by the Company, the Customer has the right to express its concerns to the Georgia Public Service Commission Utilities Division:

Georgia Public Service Commission
Utilities Division
244 Washington Street, SW
Atlanta GA, 30334-9052
Toll Free in Georgia (outside Metro Atlanta): (800) 282-5813
Metro Atlanta: (404) 656-4501
Fax: (404) 656-2341
Email: gapsc@psc.state.ga.us
Website: http://www.psc.state.ga.us/Default.aspx

GEORGIA INSTITUTIONAL TELECOMMUNICATIONS SERVICES

SECTION 2 – RULES AND REGULATIONS (continued)

2.5.2 Collection of Post-Billing Adjustments

The Company will exercise its rights, (as set out in the truth-in-billing regulatory statements on the LEC's bill) to pursue collection on unpaid charges for Company services billed by a LEC and recoursed to the Company.

Upon receipt of post-billing adjustments from a LEC containing a Customer's past due charges for services provided by the Company, the Company will invoice the Customer for those amounts. If the Customer does not contact the Company within ten (1 0) days to dispute the validity of the charges, the charges will be presumed valid.

2.6 Refusal or Discontinuance of Service by Company

2.6.1 With Notice:

A. For failure to pay for service when it is due;
B. For failure to make proper application for service;
C. For violation and/or noncompliance with the Commission's Orders or regulations regarding service supplied by the Company;
D. For violation of any of the Company's rules;
E. Where there is probable cause to believe that there is illegal or willful misuse of the Company's service;
F. In the event the validation process determines that the terminating carrier (e.g. an Alternative Local Telephone Service Provider cannot bill the collect call);
G. In the event the validation process does not produce a bill name and address;
H. In the event the validation process does not produce any satisfactory billing history.

2.6.2 Without Notice:

A. In the event of a condition determined by the Company to be hazardous or dangerous;
B. In the event of use of equipment in such a manner as to adversely affect the Company's service to others;
C. In the event of unauthorized use of telephone service;
D. In the event of fraudulent payment for service or other evidence of an attempt to steal services.

2.7 Costs of Collection and Repair

Company shall be entitled to recover any and all costs incurred in the collection of monies owed the Company, including legal fees and accounting expenses. Company is also entitled to recover all costs and expenses required for repair or replacement of damaged equipment.

GEORGIA INSTITUTIONAL TELECOMMUNICATIONS SERVICES

SECTION 2 – RULES AND REGULATIONS (continued)

2.8 Contracts **(N)**

Service is offered on a contractual basis to meet specialized requirements of Correctional Institutions. All services with Institutions are provided under contract. Each contract includes a unique mix of services, equipment, and software for blocking, screening, and monitoring calls, and performs other specialized functions as required by the Institution. All similarly situated Institutions are treated on a non-discriminatory basis. The terms of each contract shall be mutually agreed upon between the Correctional Institution and the Company and may include rates not contained in this tariff charges for specially designed or constructed services, or other customized features.

2.9 Special Pricing Arrangements/Individual Case Bases (ICB) Arrangements

Service may be offered on a contractual basis to meet the specialized requirements of Correctional Institutions. Customized service packages at negotiated rates may be furnished in response to requests by Customers for proposals or for competitive bids. Negotiated rates, terms, and conditions will be set forth in individual Customer contracts. The terms, conditions, obligations and regulation set forth in this tariff will be incorporated into, and be part of, said contract, and shall be binding on Company and Customer. **(N)**

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GEORGIA INSTITUTIONAL TELECOMMUNICATIONS SERVICES

SECTION 3 – DESCRIPTION OF SERVICE

3.1 General

The Company provides telecommunications services to Inmates in local, county and state Confinement Facilities throughout the United States including Georgia. Service provided under this tariff is intrastate voice telecommunications service between points in the State of Georgia. Originating points of service are limited to Inmate telephones owned or operated by the Company in Confinement Facilities and made available for the use of Inmates.

Services are provided on an automated basis through Inmate telephones, automated call processors and via subscribed services of various telecommunications providers. These facilities include, but are not limited to, broadband access lines (e.g. T-1, DSL), and MultiProtocol Label Switching ("MPLS") equipment and services. The Company will choose appropriate facilities for the provision of its services based upon Confinement Facility requirements and the Company's evaluation of cost, reliability, and network function.

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

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

a. Only automated collect calls and authorized Prepaid Card calls or Debit Calls through a Confinement Facility commissary may be placed.

b. The automated voice prompts identify the Company, audibly and distinctly, to the Customer at the beginning of each call, and again before the Billed Party incurs any charge for the call.

c. The Inmate and/or the Called Party receiving the call can terminate the call at no charge before the call is accepted.

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GEORGIA INSTITUTIONAL TELECOMMUNICATIONS SERVICES

SECTION 3 – DESCRIPTION OF SERVICE (continued)

3.1 General (continued)

d. The Company shall disclose to the Customer, upon request and at no charge, a quote of its rates and charges for the call.

e. The Company shall post notices in each Confinement Facility where the Company provides service containing the Company's contact information along with information on how the service is provided.

3.2 Timing of Calls

Charges begin once the Called Party accepts a collect call or when the prepaid Inmate call is accepted. After the system verifies acceptance, timing begins and a call detail record is generated from that moment until the call is concluded.

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

3.3 Monitoring and Recording of inmate Calls

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

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

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

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GEORGIA INSTITUTIONAL TELECOMMUNICATIONS SERVICES

SECTION 3 – DESCRIPTION OF SERVICE (continued)

3.4 **[Reserved For Future Use]** **(D)**

(D)

3.5 Classes of Calls

Automated Collect Station Calls - are calls which are placed by an Inmate who dials all of the digits required to route the call and who follows the Company system prompts, enabling the Called Party to accept the charges for the call. If the Called Party does not accept the call, the call is terminated and no billing applies.

3.6 Time of Day Rate Periods

The appropriate rates apply for day, evening and night/weekend calls based on the following chart. A call which involves more than one rate period will be rated pro-rata in accordance with how the call crossed the applicable rate periods.

TIMES	MON	TUES	WED	THURS	FRI	SAT	SUN
8:00 AM to 5:00 PM*	Daytime Period						
5:00 PM to 11:00 PM*	Evening Period						
11:00 PM to 8:00 AM*	Night/Weekend Period						

* - to but not including

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GEORGIA INSTITUTIONAL TELECOMMUNICATIONS SERVICES

SECTION 3 – DESCRIPTION OF SERVICE (continued)

3.7 Taxes and Fees

3.7.1 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. Such adjustments shall be listed in this Tariff.

A. Public Telephone Surcharge

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

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

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

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

Rate per Call:	$0.60

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GEORGIA INSTITUTIONAL TELECOMMUNICATIONS SERVICES

SECTION 3 – DESCRIPTION OF SERVICE (continued)

3.8 Terminal Equipment

The Company's facilities and service is used with or terminated in Company-provided telephone equipment and communications systems capable of proprietary call management and termination process. 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.

3.9 Installation and Termination

Service is installed upon mutual agreement between the correctional institution and the Company. The service agreement does not alter rates specified in this tariff.

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GEORGIA INSTITUTIONAL TELECOMMUNICATIONS SERVICES

SECTION 3 – DESCRIPTION OF SERVICE (continued)

3.10 Billing and Payment for Service

3.10.1 Payment for Service

The Customer is responsible for payment of all charges for services and equipment furnished to the Customer or to an end user of the Customer by the Company. All charges due by the Customer are payable to the Company or to an agency duly authorized to receive such payments (such as a credit card issuer).

3.10.2 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. The initial maximum credit amount established is $250 per billing period. Additional calling over the $250 limit may be allowed if a Customer so requests, subject to review of the Customer's payment history with his/her local exchange company. Where a requested billing method cannot be validated or maximum credit amount established, the Company may refuse to provide service.

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

3.10.3 Deposits

The Company does not normally require deposits. However the company reserves the right to collect a deposit not to exceed two (2) months estimated charges from customers whose credit history is unacceptable or unknown to the Company. Deposits, if collected, will be collected and maintained in accordance with Commission rules.

GEORGIA INSTITUTIONAL TELECOMMUNICATIONS SERVICES

SECTION 3 – DESCRIPTION OF SERVICE (continued)

3.11 Interconnection with Institution

The Company's facilities and service is used in conjunction with Company-provided telephone sets, computers and routers. The Institution is responsible for all costs at its premises, including personnel, wiring, electrical power, and the like, incurred in the use of the Company's service. Terminal equipment shall comply with the generally accepted minimum protective criteria standards of the telecommunications industry as endorsed by the Federal Communications Commission.

3.12 Installation and Termination

Service is installed upon mutual agreement between the Institution and the Company.

3.13 Interconnection with Other Carriers

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

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GEORGIA INSTITUTIONAL TELECOMMUNICATIONS SERVICES

SECTION 3 – DESCRIPTION OF SERVICE (continued)

3.14 Non-Inmate Customers

3.14.1 Validation, and Fraud Prevention Process

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

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

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

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

3.14.2 Billing through the Customer's Local Exchange Carrier ("LEC")

This option is limited to those Customers who satisfy the Validation and Fraud Prevention procedures described above.

Accordingly, billing through the Customer's Local Exchange Carrier is not available when: the Customer's Local Exchange Carrier will not bill the Company's calls; the Customer has reached the local Exchange Carrier's billing limit for collect calls; the Company determines, based upon the review described in Section 3.7.1 above, the Customer is otherwise ineligible to have calls billed on the Local Exchange Carrier's bill; or the Customer accrues a threshold amount of charges as set out in Section 3.4 hereof.

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GEORGIA INSTITUTIONAL TELECOMMUNICATIONS SERVICES

SECTION 3 – DESCRIPTION OF SERVICE (continued)

3.14 Non-Inmate Customers (continued)

3.14.3 Third Party Payment Processors

The Company has established multiple payment options for Customers who choose to open an account directly with the Company. These payment options are provided by Third Party Service Providers that charge an undiscountable fee to the Customer for processing Customer payments. The Company has negotiated the lowest possible fee with each of these Third Party Payment Processors, and receives no revenue in connection with any such fee. This fee is added to the Customer's payment amount by the Third Party Payment Processor, collected when the Customer makes payment, and paid to the Third Party Payment Processor. These Third Party Payment Processors are Western Union Prepaid Services, MoneyGram, a Phone Payment Processor, and a Website Online Payment Processor.

3.14.4 Friends and Family Accounts (T)

In those areas where the Company does not have a direct billing agreement with the existing local exchange carrier, or upon a Customer's request, the Company will set up a Friends and Family Account for friends and family who are called parties (Customer) for the payment of Collect calls made to the Customer placed from Institutions served by the Company. Funds in the Customer's account may be used for payment of Collect calls placed by Inmates to only those telephone numbers specified by the Customer. Establishment and maintenance of an account are required to complete Collect calls to Customers served by local exchange carriers with which the Company does not have an existing direct billing and collection agreement.

Upon request, the Company will provide the Customer with a personal identification number (PIN) and a toll-free number to call in order to set up the account information, including the permissible numbers that the Inmate may call.

Additional deposits will be accepted with a $50.00 deposit maximum unless a Correctional Institution requires a different practice. Initial and additional deposits into the account may be made by cash, check, credit card, or Western Union. Transaction fees will apply for credit card and check by phone transactions. All deposits will be subject to applicable taxes and fees.

When an Inmate places a call, the Customer is informed of both the caller's identity and the account balance prior to accepting the call. Customers may also review their account online or contact the Company's toll-free customer service number for account balance information at any time. If the account balance is insufficient, calls placed to the numbers specified by the Customer will not be completed until the account is replenished. (T)

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GEORGIA INSTITUTIONAL TELECOMMUNICATIONS SERVICES

SECTION 3 – DESCRIPTION OF SERVICE (continued)

3.14 Non-Inmate Customers (continued) **(T)**

3.14.4 Friends and Family Accounts (continued)

Account holders may seek a refund of unused balances by contacting customer service. Unless applicable law or a Correctional Institution requires a different practice, accounts will become inactive after 180 consecutive days of inactivity or non-use. Account holders will have 180 days from the date of the last call charged to the account to request a refund of any unused account balance. If an account is used at any point during the inactivity period, the 180-day inactivity period will restart. If the account holder provides sufficient contact information to the Company and affirmatively agrees to receive notifications by text message and/or email from the Company, the Company will provide text message and/or email notice to the account holder 30 days prior to the scheduled expiration of the account. Upon receipt of a verified refund request during the 180-day period, any remaining balance in an account will be refunded to the Customer after deducting any call charges, applicable taxes, and transaction fees incurred during the current billing cycle.

All security measures and Inmate calling restrictions as set forth elsewhere in this tariff are also applicable for any calls made using a Friends and Family Account. **(T)**

3.15 Institutional Collect-Only Calling Service

The Company or its Carrier provides Institutional Automated Collect-Only Operator Service to inmates of confinement facilities. Service may be limited by the administrators of the institutions as to availability, call duration or calling scope. Calls are billed to the Called Party. The Called Party must actively accept charges for the call. A per-call service charge applies to each call.

Institutional automated collect operator service allows inmates to make collect calls to terminating locations anywhere in the State of Georgia. 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 terminated by the Company's system.

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

GEORGIA INSTITUTIONAL TELECOMMUNICATIONS SERVICES

SECTION 3 – DESCRIPTION OF SERVICE (continued)

3.16 Prepaid Debit Accounts (N)

A Prepaid Debit Account allows each Inmate the option to transfer funds from his/her personal account to his/her telephone account or to purchase a voucher to add funds the Prepaid Debit Account. The transfer of funds is managed by Correctional Institution personnel or through a direct interface between the commissary system and/or booking account and the Inmate phone system. The Prepaid Debit Account is associated with the Inmate's Personal Identification Number (PIN.) When the Inmate places a call, he/she has the option of making a Collect call or using funds from the Prepaid Debit Account. Once the Prepaid Debit Account is selected, the Inmate enters the PIN and called telephone number. All deposits to the account are paid to and handled by the entity managing the account, *e.g*., jail management system, Institution, commissary, etc. The Company receives payment from the Institution; it does not engage in direct monetary transactions with the Inmate.

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

Unless state law or a Correctional Institution requires a different practice, any unused funds in a Prepaid Debit Account are refunded to the Inmate upon release of the Inmate from the Correctional Institution. Refunds are issued by the entity managing the account, which depending on the specific arrangements, is either the Company, the commissary, the Correctional Institution itself or its agent, unless otherwise directed by state law.

All security measures and Inmate calling restrictions as set forth elsewhere in this tariff are also applicable for any calls made using a Prepaid Debit Account. (N)

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GEORGIA INSTITUTIONAL TELECOMMUNICATIONS SERVICES

SECTION 4 – RATES AND CHARGES

4.1 Rates **(T)**

The Company provides all of its services via individual contracts with Confinement Facilities or applicable governmental entities. As such, these contracts may contain rates less than or equal to (but not higher than) the rates set out herein. The Company will make any of these contracts available to the Commission upon request. **(T)**

4.1.1 Chargeable Times

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

4.1.2 Local calls **(T)**

$0.18 per minute with a cap of $2.70 per call **(R)**

4.1.3 InterLATA and IntraLATA calls **(T)**

Facility Type	ADP	Rate Per Minute	
Jail	0-349	$0.31	**(R)**
Jail	350-999	$0.21	**(R)**
Jail	1000+	$0.19	**(R)**
Prison	ALL	$0.16	**(R)**

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GEORGIA INSTITUTIONAL TELECOMMUNICATIONS SERVICES

SECTION 4 – RATES AND CHARGES (continued)

4.2 **[Reserved for Future Use]** **(D)**

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GEORGIA INSTITUTIONAL TELECOMMUNICATIONS SERVICES

SECTION 4 – RATES AND CHARGES (continued)

4.3 Ancillary Service Charges **(T)**

4.3.1 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). **(N)**

Automated payment fees $3.00

4.3.2 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

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

Paper Bill/Statement Fees $2.00

4.3.4 Third-Party Financial Transaction Fee

$3.00 per transaction when paid using an automated payment system

$5.95 per transaction when paid using a live agent

4.3.5 Single-Call or Quick Connect Call Fee

$3.00 per transaction when paid using an automated payment system, plus the adopted per-minute rate

$5.95 per transaction when paid using a live agent, plus the adopted per-minute rate

Pursuant to the Federal Communications Commission's Third Report and Order, Order on Reconsideration, and Fifth Further Notice of Proposed Rulemaking, FCC 21-60, released May 24, 2021 and effective October 26, 2021 (the "FCC 2021 Order"), the jurisdictional nature of an intrastate call depends exclusively on determining that the physical location of the originating and terminating endpoints of the call are in the state. To the extent that location data is not available, a call will be treated as an interstate call and subject to the rates and Ancillary Service Charges set forth in ViaPath Technologies' interstate published rates found at: https://www.gtl.net/legal-and-privacy/federal-tariffs-and-price-lists/ unless the law requires otherwise. **(N)**

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GEORGIA INSTITUTIONAL TELECOMMUNICATIONS SERVICES

SECTION 4 – RATES AND CHARGES (continued)

4.4 **[Reserved for Future Use]** **(D)**

(D)

4.5 Taxes and Fees

All state and local taxes and any fee imposed by a government entity are listed as separate line items on the Customer's bill.

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SECTION 4 – RATES AND CHARGES (continued)

4.6 Disputed Charges

Billed party bills shall display the Company toll free number whereby the billed party can contact the Company to resolve billing complaints. Disputed charges are subject to the conditions described in Section 2.5.1, above.

4.7 Billing Entity Conditions

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

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GEORGIA INSTITUTIONAL TELECOMMUNICATIONS SERVICES

SECTION 4 – RATES AND CHARGES (continued)

4.8 **[Reserved for Future Use]** **(D)**

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GEORGIA INSTITUTIONAL TELECOMMUNICATIONS SERVICES

SECTION 4 – RATES AND CHARGES (continued)

4.8 **[Reserved for Future Use]** (continued) **(D)**

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GEORGIA INSTITUTIONAL TELECOMMUNICATIONS SERVICES

SECTION 4 – RATES AND CHARGES (continued)

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