SECURUS Technologies®
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January 29, 2025

VIA ELECTRONIC FILING

Ms. Sallie K. Tanner
Executive Secretary
Georgia Public Service Commission
244 Washington Street, SW
Atlanta, Georgia 30334

Re: Family Violence Shelter Address/Location Confidentiality Plan and Affidavit
Securus Technologies, LLC

Dear Ms. Tanner,

Please find enclosed an original and one copy of the Georgia Family Violence Shelter Address/Location Confidentiality Plan and Affidavit for Securus Technologies, LLC. This filing is made pursuant to the requirements of O.C.G. §46-5-7 and Docket No. 19553.

Should there be any questions or concerns regarding this filing, please contact Debbie Conde at (972) 277-0395 or debbie.conde@securustechnologies.com. You may also contact Michael Lozich, Associate General Counsel, Regulatory Affairs at (972) 277-0565 or michael.lozich@securustechnologies.com.

Respectfully submitted,

/s/

Debbie Conde
Senior Regulatory Analyst

Cc: April Ross
april.ross@gcfv.ga.gov

Securus Technologies, LLC.

Georgia Family Violence Shelter Address/Location Confidentiality Plan

This Plan sets forth a description of the operating methods and procedures adopted by Securus Technologies, LLC. ("Securus") to protect the confidentiality of all account information, including any physical location or address information of "family violence shelters" (as defined in O.C.G.A. Sec. 19-13-20) as required by the "Family Violence Shelter Confidentiality Act of 2004" O.C.G.A. Section 46-5-7 (the "Act"). A family violence shelter is a facility approved by the Georgia Department of Human Resources (the "Department") for the purpose of providing temporary shelter to those who are victims of family violence. These guidelines are for internal use only.

Securus is a certified Institutional Telecommunications Service (ITS) provider in Georgia, providing automated calling services for inmates in correctional facilities. Securus does not require address information of any kind prior to providing automated operator assisted calling services for inmates.

A. Identification of Shelters

Approved Family Violence Shelters and Other Similar Shelters

Securus will designate a responsible party to monitor the list of current Family Violence Shelters and other similar shelters ("hereafter, "Shelter") in Georgia located on the Georgia Commission on Family Violence ("GCADV") website: https://gcadv.org/domestic-violence-centers/. This information will be retained for informational purposes by designated parties.

B. Special Handling of Shelter Customers-Designated Representatives

As set forth in E. Following, as an ITS provider, Securus does not retain information that would identify a location or phone number as being associated with a Family Violence Shelter.

C. Directory Publishing

Securus does not publish directories, nor does it provide local services for which directories are published by third parties.

D. Directory Assistance/Operator Services

Securus's inmate calling services do not allow calls to directory assistance or live operators.

E. Contact with Securus Customer Service Personnel

When individuals call Securus's customer service department, customer service representatives attempt to obtain name and address information for account verification purposes only, and if provided, will incorporate it in the Company's database. Securus does not attempt to verify this information in any way. Only

a name and address are associated with a particular phone number in the database. Such information, if provided, is not identified as either a business or residence.

Because of the nature of the inmate calling industry, Securus customer service personnel are specifically trained not to provide any contact information or call detail over the phone for any reason whatsoever.

No address information or call detail is ever released to a third party without a subpoena.

F. Requirements upon the Discovery of Disclosure

In the unlikely event that Securus discovers that one of its personnel, or the personnel of one of its providers has acted outside these established guidelines, in other words, disclosed confidential information that should not have, then the designated personnel, upon discovery, will immediately execute the following:

1. Notify the Georgia Commission on Family Violence by telephone within 24 hours after such discovery.
2. Provide written notice to the Georgia Public Service Commission no later than 7 days after such discovery; and
3. Notify the Shelter by telephone as soon as possible but no later than 24 hours after such discovery.

G. Updates

This plan will be re-evaluated within 24 months from the date of approval by the Georgia Public Service Commission.

FAMILY VIOLENCE SHELTER CONFIDENTIALITY PROTECTION AFFIDAVIT

OFFICER OR ATTORNEY/ AGENT:					
COMPANY	Securus Technologies, LLC				
NAME	Joshua Martin				
TITLE	Sr. Vice President and General Counsel				
ADDRESS 1	5360 Legacy Drive				
ADDRESS 2	Suite 300				
CITY	Plano	STATE	Texas	ZIP CODE	75024

THE INDIVIDUAL NAMED ABOVE (HEREINAFTER, "AFFIANT") PERSONALLY APPEARED BEFORE THE UNDERSIGNED, AN OFFICER DULY AUTHORIZED TO ADMINISTER OATHS. THE AFFIANT, AFTER FIRST BEING DULY SWORN, DEPOSES AND CERTIFIES THAT HE OR SHE HAS READ COMMISSION RULE 515-12-1-.37 FAMILY VIOLENCE SHELTER CONFIDENTIALITY PROTECTION AND WILL COMPLY WITH THE REQUIREMENTS CONTAINED THEREIN.

THIS AFFIDAVIT SHALL CONSTITUTE THE PLAN FOR PROTECTION OF THE CONFIDENTIALITY OF FAMILY VIOLENCE SHELTERS REQUIRED BY COMMISSION RULE 515-12-1-.37 FAMILY VIOLENCE SHELTER CONFIDENTIALITY PROTECTION AND O.C.G.A. § 46-5-7.

SIGNATURE OF AFFIANT

January 28, 2025

DATE

SUBSCRIBED AND SWORN TO ME THIS

28th DAY OF January, 20 25.

Melissa Montoya

NOTARY PUBLIC

(SEAL)

MELISSA MONTOYA
Notary Public, State of Texas
Comm. Expires 11-14-2027
Notary ID 11713835