**CAHILL GORDON & REINDEL LLP**
900 16TH STREET, N.W., SUITE 500
WASHINGTON, D.C. 20006

32 OLD SLIP
NEW YORK, N.Y. 10005
(212) 701-3000
FAX: (212) 269-5420

221 W. 10TH STREET, 3RD FLOOR
WILMINGTON, DE 19801
(302) 884-0000

20 FENCHURCH STREET
LONDON EC3M 3BY
+44 (0) 20 7920 9800

**ANGELA F. COLLINS** | 202-862-8930 | acollins@cahill.com

FILED
08/27/2026
Executive Secretary G.P.S.C.

August 27, 2026

Docket # 14530
Document # 228183

**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**
**Georgia Tariff No. 2 (to replace existing Georgia Tariff No. 1)**

Dear Secretary Tanner:

Telmate, LLC d/b/a ViaPath Technologies (the "Company") respectfully submits the enclosed Georgia Tariff No. 2, which replaces the Company's existing Georgia Tariff No. 1 in its entirety. The purpose of the revised tariff is to:

- update definitions and terms used in the tariff;
- update and add certain terms and conditions;
- update rates in accordance with recent rulings by the Federal Communications Commission; and
- delete outdated provisions and rates.

The Company respectfully requests an effective date of September 27, 2026 for the revised tariff.

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

Respectfully submitted,

/s/ Angela F. Collins

Angela F. Collins
Counsel for Telmate, LLC
d/b/a ViaPath Technologies

Enclosure

*This Tariff, Georgia Tariff No. 2, replaces in its entirety, Georgia Tariff No. 1, which is presently on file with the Commission*

**TITLE PAGE**

GEORGIA
INSTITUTIONAL TELECOMMUNICATIONS SERVICE TARIFF

OF

**TELMATE, LLC D/B/A VIAPATH TECHNOLOGIES**

This Tariff contains the descriptions, regulations, and rates applicable to the furnishing of institutional telecommunications services provided by Telmate, LLC d/b/a ViaPath Technologies (the "Company") within the state of Georgia. This Tariff is on file with the Georgia Public Service Commission. Copies may be inspected during normal business hours at the Company's principal place of business at 3120 Fairview Park Drive, Suite 300, Falls Church, VA 22042

***This Tariff (No. 2) cancels and replaces in its entirety the Telmate, LLC d/b/a ViaPath Technologies Institutional Telecommunications Tariff No. 1 currently on file with the Georgia Public Service Commission.***



Tariff Administrator
Telmate, LLC d/b/a ViaPath Technologies
3120 Fairview Park Drive, Suite 300, Falls Church, VA 22042
https://www.gettingout.com/
1-866-516-0115

## CHECK SHEET

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

| PAGE | REVISION | |
|---|---|---|
| Title | Original | * |
| 1 | Original | * |
| 2 | Original | * |
| 3 | Original | * |
| 4 | Original | * |
| 5 | Original | * |
| 6 | Original | * |
| 7 | Original | * |
| 8 | Original | * |
| 9 | Original | * |
| 10 | Original | * |
| 11 | Original | * |
| 12 | Original | * |
| 13 | Original | * |
| 14 | Original | * |
| 15 | Original | * |
| 16 | Original | * |
| 17 | Original | * |
| 18 | Original | * |
| 19 | Original | * |

* - indicates those pages included with this filing



Tariff Administrator
Telmate, LLC d/b/a ViaPath Technologies
3120 Fairview Park Drive, Suite 300, Falls Church, VA 22042
https://www.gettingout.com/
1-866-516-0115

## TABLE OF CONTENTS


| **Section** | **Page** |
|---|---|
| TITLE PAGE | Cover |
| CHECK SHEET | 1 |
| TABLE OF CONTENTS | 2 |
| EXPLANATION OF SYMBOLS | 3 |
| TARIFF FORMAT | 4 |
| SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS | 5 |
| SECTION 2 - RULES AND REGULATIONS | 7 |
| SECTION 3 - DESCRIPTION OF SERVICE AND RATES | 15 |




Tariff Administrator
Telmate, LLC d/b/a ViaPath Technologies
3120 Fairview Park Drive, Suite 300, Falls Church, VA 22042
https://www.gettingout.com/
1-866-516-0115

## EXPLANATION OF SYMBOLS

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

**(D)** - Delete or discontinue.

**( I )** - Change Resulting in an increase to a customer's bill.

**(M)** - Moved from another tariff location.

**(N)** - New

**(R)** - Change resulting in a reduction to a customer's bill.

**(T)** - Change in text or regulation.



Tariff Administrator
Telmate, LLC d/b/a ViaPath Technologies
3120 Fairview Park Drive, Suite 300, Falls Church, VA 22042
https://www.gettingout.com/
1-866-516-0115

## TARIFF FORMAT

**A.** **Page Numbering -** Page numbers appear in the upper right corner of the page. Pages are numbered sequentially, however, new pages are occasionally added to the Tariff. When a new page is added between pages already in effect, a decimal is added. For example, a new page 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 page version on file with the Georgia Public Service Commission. For example, the 4th Revised Page 14 cancels the 3rd Revised Page 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)

**D.** **Check Sheets -** When a Tariff filing is made with the GPSC, an updated Check Sheet accompanies the Tariff filing. The Check Sheet lists the pages 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 GPSC.



Tariff Administrator
Telmate, LLC d/b/a ViaPath Technologies
3120 Fairview Park Drive, Suite 300, Falls Church, VA 22042
https://www.gettingout.com/
1-866-516-0115

## SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

**Average Daily Population (ADP) –** The sum of all Incarcerated People in a Correctional Institution for each day of the preceding calendar year divided by the number of days in that year, calculated each year on or before April 30.

**Collect** - A billing arrangement whereby the originating caller may bill the charges for a call to the called party, provided the called party agrees to accept the charges. Collect calls are billed to the called party and completed through an automated call processing system that prompts the call originator and the called party such that the call is completed without live operator assistance.

**Commission** – the Georgia Public Service Commission.

**Company** - Refers to Telmate, LLC d/b/a ViaPath Technologies.

**Correctional Institution or Institution -** Refers to any type of confinement facility, including prisons, jails, work farms, detention centers or other facilities used for penalty or confinement purposes.

**Customer** - A person, firm, partnership, corporation or other entity which arranges for the Company to provide, discontinue or rearrange telecommunications services on behalf of itself or others; uses the Company'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 Incarcerated People of Correctional Institutions, the called party is the Customer and is responsible for payment of charges.

**FCC** – Refers to the Federal Communications Commission.

**Incarcerated Person/People -** The jailed population of Correctional Institutions who are authorized by the Institution to use Company services. Responsibility for payment of Incarcerated Person charges requires positive acceptance by a Customer (*i.e.*, billed to a third party) or prepayment by the Incarcerated Person.

**Jail** – A Correctional Institution of a local, state, or federal law enforcement agency that is used primarily to hold individuals who are: (1) awaiting adjudication of criminal charges; (2) post-conviction and committed to confinement for sentences of one year or less; or (3) post-conviction and awaiting transfer to another Institution. The term also includes city, county, or regional facilities that have contracted with a private company to manage day-to-day operations; privately-owned and operated facilities primarily engaged in housing city, county, or regional Incarcerated People; immigration detention facilities operated by, or pursuant to contracts with, federal, state, city, county, or regional agencies; juvenile detention centers; and secure mental health facilities.



Tariff Administrator
Telmate, LLC d/b/a ViaPath Technologies
3120 Fairview Park Drive, Suite 300, Falls Church, VA 22042
https://www.gettingout.com/
1-866-516-0115

## SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, CONT'D.

**Prison** – A Correctional Institution operated by a territorial, state or federal agency that is used primarily to confine individuals convicted of felonies and sentenced to terms in excess of one year. The term also includes public and private facilities that provide outsource housing to other agencies such as the State Departments of Correction and the Federal Bureau of Prisons; and facilities that would otherwise fall under the definition of a Jail but in which the majority of Incarcerated People are post-conviction or are committed to confinement for sentences longer than one year.



Tariff Administrator
Telmate, LLC d/b/a ViaPath Technologies
3120 Fairview Park Drive, Suite 300, Falls Church, VA 22042
https://www.gettingout.com/
1-866-516-0115

## SECTION 2 - RULES AND REGULATIONS

### 2.1 Undertaking of the Company

The Company's services and facilities are furnished to Correctional Institutions in Georgia for communications originated by Incarcerated People in Institutions. The Company, through its call processing equipment, only provides automated Collect, prepaid, and debit Incarcerated Person calling services. This Tariff encompasses only those services provided between locations within the state of Georgia. The Company's services and facilities are available twenty-four (24) hours per day, seven (7) days per week, subject to restrictions and limitations of service imposed by the Correctional Institution.

The Company installs, operates, and maintains the communications services provided in accordance with the terms and conditions set forth under this Tariff and through contract with the Institution. The Company may act as the Correctional Institution's agent for ordering access connection facilities provided by other carriers or entities, when authorized by the Institution, to allow connection of an Institution's location to the Company's network. The Institution shall be responsible for all charges due for such service arrangement.

### 2.2 Use of Service

Services are provided under this Tariff to Correctional Institutions and may be used by authorized Incarcerated People in such Institutions for any lawful purpose for which the service is technically suited, subject to such limitations or restrictions established by the Institution.



Tariff Administrator
Telmate, LLC d/b/a ViaPath Technologies
3120 Fairview Park Drive, Suite 300, Falls Church, VA 22042
https://www.gettingout.com/
1-866-516-0115

**SECTION 2 - RULES AND REGULATIONS, CONT'D.**

## 2.3 Limitations of Service

**2.3.1** Service is offered subject to the availability of the necessary facilities and equipment, and is subject to the provisions of this Tariff and the contract with the Institution.

**2.3.2** Service is provided only to Correctional Institutions for use by authorized Incarcerated People of the Institution and is subject to any restrictions or limitations imposed by the Correctional Institution.

**2.3.3** The Company reserves the right to discontinue or limit service when necessitated by conditions beyond its control, or when the Customer or Incarcerated Person is using service in violation of provisions of this Tariff or the law.

**2.3.4** The Company does not undertake to transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections.

**2.3.5** The Company reserves the right to discontinue service, limit service, or to impose requirements as required to meet changing regulatory or statutory rules and standards.

**2.3.6** The Company reserves the right to discontinue service when any governmental or regulatory condition imposed upon the Company materially and negatively impacts the financial viability of the service as determined by the Company in its best business judgment.

**2.3.7** Service may otherwise be limited at the request of the Institution's administration or by rules of the Commission to decrease fraud and maintain security and control over the Incarcerated People population.



Tariff Administrator
Telmate, LLC d/b/a ViaPath Technologies
3120 Fairview Park Drive, Suite 300, Falls Church, VA 22042
https://www.gettingout.com/
1-866-516-0115

**SECTION 2 - RULES AND REGULATIONS, CONT'D.**

## 2.4 Liability of the Company

**2.4.1** The Company'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 an amount equivalent to the proportionate charge to the Customer or Incarcerated Person for the period during which the faults in transmission occur.

**2.4.2** The Company shall not be liable for claim or loss, expense or damage (including indirect, special or consequential damage), for any interruption, delay, error, omission, or defect in any service, facility 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.

**2.4.3** The Company shall not be liable for, and shall be fully indemnified and held harmless by Institution, Customer, and Incarcerated Person 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, tradename 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 Institution, Customer, or Incarcerated Person; 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.

**2.4.4** The Company shall not be liable for any defacement of or damages to the premises of an Institution resulting from the furnishing of service which is not the direct result of the Company's negligence.

**2.4.5** 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 Institutor, Customer, or Incarcerated Person.

**2.4.6** 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.



Tariff Administrator
Telmate, LLC d/b/a ViaPath Technologies
3120 Fairview Park Drive, Suite 300, Falls Church, VA 22042
https://www.gettingout.com/
1-866-516-0115

**SECTION 2 - RULES AND REGULATIONS, CONT'D.**

## 2.5 Taxes and Fees

The Company reserves the right to bill any and all applicable taxes and surcharges in addition to normal usage charges. All applicable taxes and surcharges are billed as separate line items and are not included in the rates quoted in this Tariff.

### 2.5.1 Georgia Universal Access Fund

The Company will comply with, and require its Customers and Incarcerated Persons to comply with, the Commission's Universal Access Fund Requirements as set forth in O.C.G.A. Section 46-5-167 or any Commission order, rule, or regulation adopted or promulgated hereunder. The surcharge will be shown as a separate line item on the Customer's monthly invoice. The rate of the surcharge will be equal to the contribution factor established by the Commission.

## 2.6 Terminal Equipment

Company-provided facilities and service may be used with or terminated in Company- or Customer-provided terminal equipment or communications systems, such as a telephone set, PBX or key system. Such terminal equipment shall be furnished and maintained under contract between the Company and the Institution. 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 FCC.

## 2.7 Installation and Termination

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

## 2.8 Assignment or Transfer

All facilities or services provided under this Tariff are directly or indirectly controlled by the Company and neither the Institution nor the Incarcerated Person may transfer or assign the use of service or facilities without the express written consent of the Company. Such transfer or assignment shall only apply where there is no interruption of the use or location of the service or facilities.

Prior written permission from the Company is required before any assignment or transfer. All regulations and conditions contained in this Tariff shall apply to all such permitted assignees or transferees, as well as all service conditions.



Tariff Administrator
Telmate, LLC d/b/a ViaPath Technologies
3120 Fairview Park Drive, Suite 300, Falls Church, VA 22042
https://www.gettingout.com/
1-866-516-0115

**SECTION 2 - RULES AND REGULATIONS, CONT'D.**

## 2.9 Billing and Payment for Service

### 2.9.1 Payment for Service

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

### 2.9.2 Disputed Charges

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

For charges billed through the Customer's local exchange carrier, notice from the Customer of disputed charges must be received in writing by the Company within ninety (90) days after the date of the bill is issued.

The Company will promptly investigate and advise all billed parties as to its findings concerning disputed charges. Adjustments to Customer's bills shall be made to the extent that circumstances exist which reasonably indicate that such changes are appropriate. Customers may contact the Georgia Public Service Commission in the event of an unresolved dispute.

### 2.9.3 Validation of Credit

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

Services provided by the Company are available to Incarcerated People in Correctional Institutions in accordance with Institution-authorized programs. The Company may request that the Correctional Institution adopt, as part of its program, terms that enable the Company to collect the charges for all Incarcerated Person 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.



Tariff Administrator
Telmate, LLC d/b/a ViaPath Technologies
3120 Fairview Park Drive, Suite 300, Falls Church, VA 22042
https://www.gettingout.com/
1-866-516-0115

**SECTION 2 - RULES AND REGULATIONS, CONT'D.**

## 2.9 Billing and Payment for Service, Cont'd.

### 2.9.4 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.

### 2.9.5 Advance Payments

Other than the establishment of an account with the Company, the Company does not normally require advance payments for service. However, for Customers whom the Company determines an advance payment is necessary, the Company reserves the right to collect an amount not to exceed one (1) month estimated charges as an advance payment for service. This will be applied against the next month charges and a new advance payment may be collected for the next month, if necessary.

### 2.9.6 Return Check Charge

A return check charge of $25.00 will be assessed for checks returned for insufficient funds. Any applicable return check charges will be assessed according to the terms and conditions of the Company or its billing agent and pursuant to Georgia law.

## 2.10 Interconnection with Institution

The Company's facilities and service is used in conjunction with Company-provided telephone sets. 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 FCC.

## 2.11 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.



Tariff Administrator
Telmate, LLC d/b/a ViaPath Technologies
3120 Fairview Park Drive, Suite 300, Falls Church, VA 22042
https://www.gettingout.com/
1-866-516-0115

**SECTION 2 - RULES AND REGULATIONS, CONT'D.**

## 2.12 Inspection, Testing and Adjustment

Upon reasonable notice, the facilities provided by the Company shall be made available to the Company for tests and adjustments as may be deemed necessary by the Company for maintenance. No interruption allowance will be granted for the time during which such tests and adjustments are made when the interruption is less than twenty-four consecutive hours.

## 2.13 Contracts

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.

## 2.14 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.

## 2.15 Call Restrictions

Calling capabilities may be restricted by the administration of the Correctional Institution. The following types of calls will be blocked: directory assistance, 0-, 700, 800, 900, 976, 950, 10XXX, 1+ sent paid, third number billed, credit card and local direct. The Institution may block calls to specific telephone numbers and may limit calling service to pre-approved telephone numbers only. Call duration may be limited by the Institution.



Tariff Administrator
Telmate, LLC d/b/a ViaPath Technologies
3120 Fairview Park Drive, Suite 300, Falls Church, VA 22042
https://www.gettingout.com/
1-866-516-0115

**SECTION 2 - RULES AND REGULATIONS, CONT'D.**

**2.16 Refusal or Discontinuance by of Service by Company**

The Company may terminate service to a Customer, Incarcerated Person, or Institution for nonpayment of undisputed charges or violation of this Tariff or provision of law. The Company may refuse or discontinue service under the following conditions:

**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 other property or purpose than that described in the application.

**C.** For neglect or refusal to provide reasonable access to the Company or its agents for the purpose of inspection and maintenance of equipment owned by the Company or its agents.

**D.** For noncompliance with or violation of Commission regulation or the Company's rules and regulations on file with the Commission, provided five (5) day's written notice is given before termination.

**E.** For nonpayment of bills, provided that suspension or termination of service shall not be made without five (5) day's written notice, except in extreme cases.

**F.** In the event of Customer, Institution, or Incarcerated Person use of equipment in such a manner as to adversely affect the Company’s equipment or service to others.

**G.** In the event of tampering with the equipment or services owned by the Company or its agents.

**H.** In the event of unauthorized or fraudulent use of service. Whenever service is discontinued for fraudulent use of service, the Company may, before restoring service, require the Customer, Institution, or Incarcerated Person to make, at its 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.

**I.** By reason of any order or decision of a court or other government authority having jurisdiction which prohibits the Company from furnishing such services.



Tariff Administrator
Telmate, LLC d/b/a ViaPath Technologies
3120 Fairview Park Drive, Suite 300, Falls Church, VA 22042
https://www.gettingout.com/
1-866-516-0115

## SECTION 3 - DESCRIPTION OF SERVICE AND RATES

### 3.1 General

Service is offered to Incarcerated People in Correctional Institutions for outward-only calling. Calls may be billed to residential or business lines. Billing information will be validated.

### 3.2 Timing of Calls

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

**3.2.1** Charges are based on the actual usage of the Company's network. Timing of a call begins when the called party accepts the charges for the call. Positive response for acceptance of a call is required. A call will be terminated within five (5) seconds from the last message given if no positive response is received. 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** Unless otherwise specified in this Tariff, the minimum initial period for billing purposes is one (1) minute.

**3.2.4** Unless otherwise specified in this Tariff, billing for usage after the initial period is in full one (1) minute increments.

**3.2.5** The Company will not knowingly bill for unanswered calls. When a Customer or Incarcerated Person indicates that it was billed for an incomplete call, the Company will reasonably issue credit for the call.



Tariff Administrator
Telmate, LLC d/b/a ViaPath Technologies
3120 Fairview Park Drive, Suite 300, Falls Church, VA 22042
https://www.gettingout.com/
1-866-516-0115

**SECTION 3 - DESCRIPTION OF SERVICE AND RATES, CONT'D.**

## 3.3 Calling Restrictions and Safety and Security Measures

For services provided to Incarcerated People, the following special conditions apply:

1. Calls to "900", "976" or other pay-per-call services are blocked by the Company.

2. At the request of the Institution, the Company may block access by Incarcerated People 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).

3. At the request of the Institution, the Company may block access by Incarcerated People to "911", "411", or local operators reached through "0-" dialing.

4. At the request of the Institution, the Company may block access by Incarcerated People to specific telephone numbers.

5. Availability of the Company's services may be restricted by the Institution to certain hours and/or days of the week.

6. At the request of the Institution, no notices or signage concerning the Company's services will be posted with its instruments. Information concerning the Company's services is provided to the administration of each Institution where the Company's services are offered. Incarcerated People may obtain information regarding rates and charges by requesting such information from the Institution's administration.

7. At the request of the Institution, the Company may impose time limits on calls.

8. At the request of the Institution, equipment may be provided which permits monitoring of Incarcerated Person calls by legally authorized government officials.

## 3.4 Institutional Operator Assisted Calling

Institutional operator assisted service allows Incarcerated People to place Collect calls through an automated call processing system. The call processing system prompts the Incarcerated Person and the called party such that the call is completed without live operator assistance. Calls are placed on a Collect-only basis to the called party.

A number of special blocking and screening capabilities are available with institutional operator services provided by the Company. These capabilities allow Institutions to control Incarcerated Person access to telecommunications services, reduce fraudulent use of the Company’s services, and eliminate harassing calls to persons outside the Institution.



Tariff Administrator
Telmate, LLC d/b/a ViaPath Technologies
3120 Fairview Park Drive, Suite 300, Falls Church, VA 22042
https://www.gettingout.com/
1-866-516-0115

**SECTION 3 - DESCRIPTION OF SERVICE AND RATES, CONT'D.**

## 3.5 Calls Using AdvancePay® Accounts

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 an AdvancePay® 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 Incarcerated People 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 Incarcerated Person 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 Incarcerated Person 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.

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 and are subject to conversion as set forth below after 270 consecutive days of non-use or no activity. The Company will make reasonable efforts to inform account holders that their account has unused funds. If the account holder provides sufficient contact information and affirmatively agrees to receive notifications, the Company will provide text message and/or email notice to the account holder of unused funds. Account holders will have 270 days from the date of the last activity associated with 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 period will restart. Upon receipt of a verified refund request during the 270-day period, any remaining balance in an account will be refunded to the account holder after deducting any call charges, applicable taxes, and fees incurred during the current billing cycle. After 270 days of continuous account inactivity, any remaining funds will no longer be available and will be automatically converted to (and used to pay for) audio calling minutes in the Company's free calling program.



Tariff Administrator
Telmate, LLC d/b/a ViaPath Technologies
3120 Fairview Park Drive, Suite 300, Falls Church, VA 22042
https://www.gettingout.com/
1-866-516-0115

**SECTION 3 - DESCRIPTION OF SERVICE AND RATES, CONT'D.**

**3.5 Calls Using AdvancePay® Accounts, Cont'd.**

All security measures and Incarcerated Person calling restrictions as set forth elsewhere in this Tariff are also applicable for any calls made using an AdvancePay® Account.

**3.6 Calls Using Prepaid Debit Accounts**

A Prepaid Debit Account allows each Incarcerated Person 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 Incarcerated Person phone system. The Prepaid Debit Account is associated with the Incarcerated Person's Personal Identification Number (PIN.) When the Incarcerated Person 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 Incarcerated Person 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 Incarcerated Person.

The Company's system automatically informs the Incarcerated Person 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, reasonable efforts will be made to refund any unused funds in a Prepaid Debit Account to the Incarcerated Person upon release of the Incarcerated Person 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 Incarcerated Person calling restrictions as set forth elsewhere in this Tariff are also applicable for any calls made using a Prepaid Debit Account.



Tariff Administrator
Telmate, LLC d/b/a ViaPath Technologies
3120 Fairview Park Drive, Suite 300, Falls Church, VA 22042
https://www.gettingout.com/
1-866-516-0115

**SECTION 3 - DESCRIPTION OF SERVICE AND RATES, CONT'D.**

## 3.7 Rates and Charges

Voice calls made using the services set forth in Sections 3.4, 3.5, and 3.6 above shall be charged at the following maximum per-minute rates or less per the request of the Correctional Institution.

Pursuant to the FCC's Report and Order, Order on Reconsideration, and Further Notice of Proposed Rulemaking, FCC 25-75 (released November 6, 2025) ("2025 FCC Order"), new per-minute voice calling rates will be implemented at each Correctional Institution in accordance with the standards set forth in the 2025 FCC Order. Once implemented at a specific Correctional Institution, the 2025 FCC Order per-minute voice calling rates will be no more than:

| | |
|---|---|
| Prison (any ADP) | $0.11 per minute |
| Large Jail (1000+ ADP) | $0.10 per minute |
| Medium Jail (350-999 ADP) | $0.12 per minute |
| Small Jail (100-349 ADP) | $0.13 per minute |
| Very Small Jail (50-99 ADP) | $0.15 per minute |
| Extremely Small Jail (0-49 ADP) | $0.18 per minute (local calls)<br>$0.19 per minute (all other calls) |

Pursuant to the FCC's Third Report and Order, Order on Reconsideration, and Fifth Further Notice of Proposed Rulemaking, FCC 21-60 (released May 24, 2021), 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 FCC jurisdiction unless the law requires otherwise.



Tariff Administrator
Telmate, LLC d/b/a ViaPath Technologies
3120 Fairview Park Drive, Suite 300, Falls Church, VA 22042
https://www.gettingout.com/
1-866-516-0115