

CROWN CORRECTIONAL TELEPHONE, INC

TELECOMMUNICATIONS PRICE LIST

Crown Correctional Telephone, Inc
Toll-free Telephone Number: (866) 933-2150

This tariff contains the description, regulations, and rates applicable to the furnishing of specialized equipment for Inmate Phone Service (IPS) provided by Crown Correctional Telephone, Inc within the State of Idaho.

Issued: March 8, 2017

Issued by: Mr. Ryan Bartula - President
305 W. 3rd Street
Clifton, Texas 76634

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CHECK SHEET

Pages of this Price List, 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	
1	Original	
2	1 st Rev.	*
3	Original	
4	Original	
5	1 st Rev.	*
6	Original	
7	Original	
8	Original	
9	1 st Rev.	*
10	Original	
11	Original	
12	Original	
13	Original	
14	Original	
15	Original	
16	Original	
17	Original	

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TABLE OF CONTENTS

	Page
Check Sheet	2
Table of Contents	3
Section 1 - Terms and Abbreviations	4
Section 2 - Rules and Regulations	5
Section 3 – Institutional Calling Services	10

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SECTION 1 - TERMS AND ABBREVIATIONS

Client – The confinement facility administration or governing entity with which the provider has contracted to provide Inmate Phone Service.

Crown Correctional - Used throughout this tariff to refer to Crown Correctional Telephone, Inc.

Commission – The Idaho Public Utilities Commission.

(T)

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 placement, recording and billing arrangements are performed without the assistance of a live operator.

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

Inmate Telephone – A coinless telephone instrument installed in a confinement facility conforming to rules established by the Idaho Public Utilities Commission.

(T)

Institution – Any type of confinement or correctional facility, such as mental health facilities, prisons, jails, work farms or detention facilities.

Jail – A facility of a local, state or federal law enforcement agency that is used primarily to hold individuals who are (1) awaiting adjudication of criminal charges; (2) post-conviction and committed to confinement for sentences of one year or less; (3) post conviction and awaiting transfer to another facility. The term also includes city, county or regional facilities that have contracted with a private company to manage day-to-day operations; privately-owned and operated facilities primarily engaged in housing city, county or regional inmates; and facilities used to detain individuals pursuant to a contract with U.S. Immigration and Customs Enforcement.

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

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SECTION 2 - RULES AND REGULATIONS

2.1 Undertaking of Company

The company shall install, operate and maintain inmate telecommunications equipment provided hereunder in accordance with the terms and conditions set forth under the tariff. The service shall benefit the inmates housed in confinement facilities under municipal, county, state and federal jurisdiction and serve to benefit the called party as well as the client.

Subject to limitations and rules established by the administration of the facility; the equipment is available for use twenty-four hours per day, seven days a week.

2.2 Limitations

2.2.1 The Company's equipment is provided subject to the provisions of this tariff.

2.2.2 The company reserves the right to discontinue furnishing service, or limit service, necessitated by conditions beyond its control or when a Customer, Calling Party, Called Party, Inmate or other person attempts to fraudulently obtain service or is otherwise using the phone equipment in violation of applicable laws or the provisions of this tariff. Service shall not be used at any time for unlawful purposes.

2.2.3 Title to any equipment provided by Company under these regulations remains with the Company. Prior written permission from the Company is required before any assignment or transfer. All regulations, terms and conditions contained in this tariff shall apply to any assignee or transferee.

2.2.4 Service may be limited at the discretion of the administration of the confinement facility, which may restrict access to the phone equipment.

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**2.3 Use**

Services provided under this price list may be used for any lawful purpose for which the service is technically suited.

2.4 Liabilities of Company

The following tariff language does not constitute a determination by the Commission that a limit of liability imposed by the Company should be upheld in a court of law. Acceptance for filing by the Commission recognizes that it is a court's responsibility to adjudicate negligence and consequential damage claims. It is also the court's responsibility to determine the validity of the exculpatory clause.

2.4.1 Except as stated in this section, the Company shall have no liability for damages of any kind arising out of or related to events, acts, rights or privileges contemplated in this tariff. This tariff does not limit the liability of the Company for willful misconduct.

2.4.2 The liability of the Company, if any, for damages resulting in whole or in part from or arising in connection with the furnishing of service under this tariff, including but not limited to mistakes, omissions, interruptions, delays, errors, or other defects in transmission, or failures or defects in facilities furnished by the Company in the course of furnishing service or arising out of any failure to furnish service shall in no event exceed an amount of money equivalent to the proportionate charge to the Customer for the period of service during which such mistakes, omissions, interruptions, delays or errors or defects in transmission occur and continue. However any such mistakes, omissions, interruptions, delays, errors, or defects in transmission or service that are caused by or contributed to by the negligence or willful act of Customer, or which arise from the use of Customer-Provided Facilities or equipment shall not result in the imposition of any liability whatsoever upon the Company.

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

2.4 Limitation of Liability

- 2.4.1** The Company is not liable for damages to a confinement facility resulting from the furnishing of service including the installation, modification or removal of equipment and associated wiring, unless the damage is directly caused by the employees of the company or its authorized agents.
- 2.4.2** The Company shall not be responsible for interruptions of service resulting from the following: 1) three-way call attempts 2) call waiting tones 3) call holding attempts 4) call transfer attempts 5) line or equipment interference at called party premises 5) cessations of speech with no hang up. In no event will the Company be liable for consequential damages resulting from the interruptions of service listed above.
- 2.4.3** The Company, at its own expense, will indemnify the Client and hold it harmless in respect to any and all loss, damage, liability or expense asserted against the Client by a third party on account of any property damage or personal injury caused by any negligence or willful misconduct of Client or its agents or representatives arising out of performance by Company of any testing or other activities on the Client's premises pursuant to this tariff. Company's obligations under the immediately preceding sentence shall be subject to the Client's full performance of this tariff and subject further to the Client's duty to take reasonable precautions in the location, construction, maintenance and operation of all activities, facilities and equipment for the protection against hazard or injury and to not interfere with the services rendered by the Company.
- 2.4.4** The Company shall be indemnified and held harmless by the Client against:
1) Claims for libel, slander, infringement of copyright or patent infringement, unauthorized use of any trademark, trade name or service mark arising out of the material, data information, or other content transmitted over the Company's system or equipment; and 2) all other claims arising out of any act or omission by the Client in connection with any service provided by the Company.

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

2.4 Limitation of Liability, (Cont'd.)

2.4.5 The Company shall not be liable for and shall be indemnified and held harmless by Client's, Customers, Called Party's, Calling Party's or Inmates against all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted or asserted 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 and maintenance of service provided by the Company

2.4.6 The language set forth in this section does not constitute a determination by the Commission that a limitation of liability imposed by the Company should be upheld in a court of law. Acceptance for filing by the Commission recognizes that it is a court's responsibility to adjudicate negligence and consequential damage claims. It is also the court's responsibility to determine the validity of the exculpatory clause.

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**2.5 Reporting Requirements**

All Inmate Phone Service providers shall submit to the Commission, upon request but routinely on an annual basis by inmate facility location, a written report of all access lines and the number of telephone instruments used to provide Inmate Phone Service. The reporting period is as of the end of the month of May, annually. The report must be received at the Commission prior to the end of the succeeding month (June) that follows the reporting period.

2.5.1 Upon request from the Commission, IPS providers must, in a timely manner, and in accordance with confidentiality agreements between the IPS provider and Commission staff as necessary; submit data requested by the Commission relating to its Idaho IPS operations, including but not limited to, revenue, expenses, and facility/usage data by inmate facility. (T)

2.5.2 Upon request by the inmate facility administration, the IPS provider shall promptly furnish call detail information where the provision of such information is not in violation federal, state, or local laws, regulations or orders.

2.7 Inspections and Service Quality

2.7.1 All telephone instruments and the facilities used for transmission of service are subject to periodic inspections to assure compliance with Commission requirements. Findings of non-compliance will be brought to the attention of the provider and the facility by letter. If violations are not corrected within thirty (30) days from the date of the letter, unless otherwise extended, the provider may be subject to additional Commission action up to and including revocation of the Commission issued Certificate authorizing the provider to offer IPS service in the State of Idaho. (T)

2.7.2 The IPS provider shall cooperate with the Commission to investigate complaints regarding transmission service quality, disconnects, and service related disputes from inmate facilities relative to the service provided by the IPS.

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SECTION 3 – INSTITUTIONAL CALLING SERVICES**3.0 Institutional Operator Assisted Calling**

Institutional operator assisted service allows Inmates to place operator assisted calls through an automated call processing system. The call processing system prompts the Inmate and the called party such that the call is completed without live operator assistance.

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

For services provided at correctional facilities, the following special conditions apply:

- (A) Calls to "900", "976" or other pay-per-call services are blocked by the Company.
- (B) At the request of the Institution, the Company may block inmate access to toll-free numbers (e.g., 800, 888) and dialing sequences used to access other carriers or operator service providers (e.g., 950-XXXX, 10XXXX).
- (C) At the request of the Institution, the Company may block Inmate access to "911", "411", or local operators reached through "0-" dialing.
- (D) At the request of the Institution, the Company may block Inmate access to specific telephone numbers.
- (E) Availability of the Company's services may be restricted by the Institution to certain hours and/or days of the week.
- (F) 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. Inmates may obtain information regarding rates and charges by requesting such information from the Institution's administration.
- (G) At the request of the Institution, the Company may impose time limits on local and long distance calls placed using its services.
- (H) At the request of the Institution, equipment may be provided which permits monitoring of inmate calls by legally authorized government officials.
- (I) Calls terminating to wireless numbers will be rated at the applicable intraLATA toll rate.

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SECTION 3 – INSTITUTIONAL CALLING SERVICES, (CONT'D)**3.1 Institutional Automated Collect Operator Service**

The Company provides Institutional Automated Collect 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 via the called party's serving local exchange carrier. The Called Party must actively accept charges for the call.

Institutional automated collect operator service allows inmates to make collect calls to terminating locations anywhere within in the state. 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.

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

3.2 Institutional Prepaid Collect Service**3.2.1 General**

Institutional Prepaid Collect provides an alternative payment arrangement for inmates in Confinement Institutions. This service enables end users to receive calls originating from confined persons and who cannot or who do not wish to have such calls billed through their own local exchange service provider.

An Institutional Prepaid Collect account is set up by the Company for the Customer who receives collect calls from an inmate in a confinement facility. Once an account is established, all collect calls from the confinement facility to the telephone number (s) associated with the account are processed real-time and posted to the account. If the payment into the account is provided via the Customer's credit card, credit verification procedures are carried out under the terms specified in Section 2. The Company does not engage in direct monetary transactions with the inmate. Accounts may be replenished; the minimum initial deposit or replenishment amount may vary per facility standard.

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SECTION 3 – INSTITUTIONAL CALLING SERVICES, (CONT'D)**3.2 Institutional Prepaid Collect Service, (Cont'd)****3.2.1 General, (Cont'd)**

Network usage is deducted from the Available Usage Balance in full minute increments on a real time basis as the call progresses. All calls must be charged against an Account that has sufficient available balance. Calls in progress will be terminated by the Company if the balance on the Account is insufficient to continue the call. Customers are responsible for contacting the Company's Customer Service Department to obtain the Available Usage Balance remaining in the Secure Collect Account. For debiting purposes, call timing is rounded up to the nearest one (1) minute increment. Usage charges are computed and rounded up to the nearest penny on a per call basis.

Available Usage Balance in the Institutional Prepaid Collect Account is refundable upon request by the called party. Customers may choose to have their remaining balances refunded to a prepaid card that is available for use anywhere in the continuous USA. Check or credit card refunds are available if request is within 180 days of the last customer initiated activity. After 180 days, refund requests of remaining balances will be transferred to a prepaid card and mailed to the customer. An Institutional Prepaid Collect account is deactivated when no customer- initiated activity occurs within 180 days following the last customer-initiated transaction. The Available Usage Balance never expires and is available for usage until the balance on the account is zero.

Institutional Prepaid Collect Accounts are available for use 24 hours a day, seven days per week. Access to telephone service by an inmate may be subject to time of day and usage restrictions imposed by individual Confinement Institutions. No minimum service period applies.

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SECTION 3 – INSTITUTIONAL CALLING SERVICES, (CONT'D)

3.3 Institutional Prepaid Debit Service

3.3.1 Description

Institutional prepaid debit service allows an inmate to purchase a card or deposit funds into an account. Debit cards or Debit accounts may be funded in any amount subject to the requirements or restrictions of the Confinement Institution. To place a call, the inmate enters a specified Personal Identification Number (PIN) and dials the desired telephone number.

The Company's system automatically informs the caller of the Available Usage Balance remaining in the Prepaid Account, and provides prompts to place the call by entering the destination telephone number. Network usage is deducted from the Available Usage Balance in the account following completion of the call and after it is rated.

Refunds of remaining balances in a Debit Card or Debit Account are refundable upon request, typically after release of the inmate from the Institution. The Available Usage Balance expires six months from the date the last call is made on the account or card. No refunds of unused balances will be issued after the expiration date.

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SECTION 3 – INSTITUTIONAL CALLING SERVICES, (CONT'D)

3.4 Miscellaneous Charges

3.4.1 Ancillary Service Charges – Maximum*

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

Automated payment fees \$3.00

- B. 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

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

Paper Bill/Statement Fees \$2.00

* Pursuant to FCC Docket 12-375, the revisions shown above are effective June 20, 2016 for Jails

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SECTION 3 – INSTITUTIONAL CALLING SERVICES, (CONT'D)

3.5 Institutional Collect Operator Rates and Charges

Option 1: All calls are billed in one (1) minute increments after an initial period, for billing purposes, of one (1) minute.

Option 2: All calls are billed in one (1) minute increments after an initial period, for billing purposes, of three (3) minutes

3.5.1 Rate and Charges

(A) Per Minute Usage Rate	
Rate Per Minute:	\$0.30

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SECTION 3 – INSTITUTIONAL CALLING SERVICES, (CONT'D)

3.6 Institutional Prepaid Collect Service Rates and Charges

Option 1: All calls are billed in one (1) minute increments after an initial period, for billing purposes, of one (1) minute.

Option 2: All calls are billed in one (1) minute increments after an initial period, for billing purposes, of three (3) minutes.

3.6.1 Rate and Charges

(A) Per Minute Usage Rate	
Rate Per Minute:	\$0.30

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SECTION 3 – INSTITUTIONAL CALLING SERVICES, (CONT'D)

3.7 Institutional Prepaid Debit Service Rates and Charges

Option 1: All calls are billed in one (1) minute increments after an initial period, for billing purposes, of one (1) minute.

Option 2: All calls are billed in one (1) minute increments after an initial period, for billing purposes, of three (3) minutes.

3.7.1 Rate and Charges

(A) Plan A

Per Minute Usage Rate

Rate Per Minute: \$0.30

(B) Plan B

Rates for service include all taxes and fees.

1. Rate per Minute: \$0.30

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