

FCC Workshop on Inmate Calling Services - Panel 2, Ancillary Charges

SINGLE CALLING PROGRAMS

Description	Fees as High as:
Individual Call Billed to Cell Phone	\$9.99 per Call (Billed as Premium SMS Text Message)
Individual Call Paid via Credit or Debit Card	\$14.99 per Call (Includes \$1.80 for call + transaction fee of \$13.19)

PAYMENT PROCESSING FEES

Payment Method:	Fees as High as:
Credit Card with Customer Service Representative	\$10.95 per Payment*
Credit Card via Vendor Website	\$10.95 per Payment*
Credit Card via Phone IVR	\$9.95 per Payment*
Cash via Lobby Kiosk	\$9.50 per Payment
Western Union®	\$12.45 including vendor mark-up or fee
Money Gram® Wal-Mart	\$10.99 including vendor mark-up or fee*

** These fees have increased since the FCC Order was approved*

ACCOUNT FEES

Description	Fees as High as:
Account Set-up Fee	\$10.99 per month
Account Maintenance Charge	\$5.00 per month
Invoice Charge	\$5.00 per Invoice
Refund Processing Fee	\$10.00 per refund

ACCOUNT ACTIVITY FEES

Description	Government Mandated?	Fees as High as:
Bill Processing, Bill Cost Recovery or Bill Statement Fee	No	\$3.45 per month
Carrier Cost Recovery Fee	No	\$2.50 for 1 st and 5 th Calls each month
State Administration Recovery Fee	No	\$1.95 per month
Federal Regulatory Recovery Fee	No	\$3.49 per month
Validation Surcharge	No	4% per call
Wireless Administration Fee	No	\$3.99 per month
Regulatory Assessment Fee	No	\$.99 for 1 st & 5 th calls each month
Regulatory Cost Recovery Fee	No	\$.95 + 10% per call
Carrier Administrative Cost Recovery Fee (Pre-paid & Debit Calls)	No	8% per call
Universal Service Fund (USF) Administrative Fee	No	\$1.00 per month
Pre-Call Voice Verification	No	\$0.25 per call
Continuous Voice Biometric Identification Fee	No	\$0.50 per call