Institutional Telecommunications Services Tariff

of

Inmate Calling Solutions, LLC
d/b/a ICSolutions

This tariff contains the rules, regulations, descriptions, and rates applicable to the furnishing of institutional telecommunication services provided by Inmate Calling Solutions, LLC d/b/a ICSolutions ("ICSolutions") within the State of Nebraska. This tariff is on file with the Nebraska Public Service Commission. Copies may be inspected, during normal business hours, at the Company's principal place of business.

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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		PAGE	REVISION	
Title	Original		16	1st Rev.	
1	5th Rev.	*	17	Original	
2	Original		18	4th Rev.	*
3	1st Rev.		19	4th Rev.	*
4	Original		20	4th Rev.	*
5	1st Rev.		21	3rd Rev.	*
5.1	Original		22	1st Rev.	*
6	Original				
7	Original				
8	Original				
9	Original				
10	Original				
11	Original				
12	Original				
13	1st Rev.				
14	Original				
15	1st Rev.				

* - indicates those pages included with this filing

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EXPLANATION OF SYMBOLS

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

(C)	-	To signify a changed listing, rule or condition which may affect rates or charges	**(N)**
(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 But No Change In Rate or Charge	

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TARIFF FORMAT

A. **Page Numbering -** Page numbers appear in the upper right corner of the page. Pages are numbered sequentially. When a new page is added between pages already in effect, a decimal is added. For example, a new page added between pages 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 D.P.U.C. For example, the 4th revised Page 14 cancels the 3rd revised Page 14. Consult the Check Sheet for the page 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.
2.1.1.A.1.
2.1.1.A.1.(a).
2.1.1.A.1.(a).I.
2.1.1.A.1.(a).I.(i).
2.1.1.A.1.(a).I.(i).(1).

D. **Check Sheets -** When a tariff filing is made with the D.P.U.C., 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.)

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SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

Ancillary Service Charge – Any charge Consumers may be assessed for the use of Inmate Calling services that are not included in the per-minute charges assessed for individual calls. (N) (N)

Automated Collect Calls - Calls 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.

Called Party - The person, individual, corporation or other entity whose telephone number is called. The Called Party is responsible for payment of the charges for use of ICS's automated collect service

Commission - The Nebraska Public Service Commission.

Company or Carrier - Inmate Calling Solutions, LLC d/b/a ICSolutions , unless otherwise clearly indicated by the context.

Correctional or Confinement Institutions - Used throughout this tariff to refer to any type of confinement facility, including prisons, jails, work farms, detention centers or other facilities used for penalty or confinement purposes.

Customer or End User - The person, firm, corporation or other entity which uses ICSolutions' service and is responsible for payment of charges and compliance with the Company's tariff.

ICSolutions - Used throughout this tariff to mean Inmate Calling Solutions, LLC d/b/a ICSolutions

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

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. (N) | | | | | (N)

(M)
(M)

(M) - Material now appears on Page 5.1.

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

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. **(N)** | | | **(N)**

Subscriber – The Correctional or Confinement Institution with which ICSolutions contracts, directly or indirectly, to provide telephone calling services. **(M)** **(M)**

(M) - Material formerly appeared on Page 5.

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SECTION 2 - RULES AND REGULATIONS

2.1 Undertaking of the Company

ICSolutions' services and facilities are furnished for communications originating at correctional or confinement institutions within the state of Nebraska. The terms of this tariff apply to ICSolutions' intrastate calls.

ICSolutions provides for the installation, operation, and maintenance of the communications services provided herein in accordance with the terms and conditions set forth under this tariff. ICSolutions 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 ICSolutions services. The Customer shall be responsible for all charges due for such service arrangement.

The Company's services and facilities are available twenty-four hours per day, seven days per week subject to restrictions imposed by the administration of the Correctional Institution.

2.2 Use of Service

Services provided under this tariff may be used for any lawful purpose for which the service is technically suited, subject to the limitations in this tariff.

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

2.3 Limitations of Service

2.3.1 ICSolutions provides calling services to inmates of confinement/correctional institutions.

2.3.2 Service is offered subject to the availability of the necessary facilities or equipment, and subject to the provisions of this tariff.

2.3.3 ICSolutions reserves the right to discontinue or limit service when necessitated by conditions beyond its control, or when the Customer is using service in violation of provisions of this tariff, or in violation of 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 All facilities provided under this tariff are directly or indirectly controlled by ICSolutions and the Subscriber may not transfer or assign the use of service or facilities without the express written consent of the Company.

2.3.6 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 inmate population.

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

2.4 Liability of the Company

2.4.1 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 (including services and facilities involved in emergency calling activity) 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.

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

2.4.3 The Company shall not be liable for any defacement of or damages to the premises of a Subscriber resulting from the furnishing of service which is not the direct result of the Company's negligence.

2.4.4 Except when a court of competent jurisdiction finds that gross negligence, willful neglect, or willful misconduct on the Company's part has been a contributing factor, the liability of the Company for any claim or loss, expense or damage (including indirect, special or consequential damage) for any interruption, delay, error, omission, or defect in any service, facility (including services and facilities involved in emergency calling activity) or transmission provided under this tariff shall not exceed an amount equivalent to the charge to the Customer for the interrupted call.

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

2.5 Assignment or Transfer

All facilities or services provided under this tariff are directly or indirectly controlled by the Company and neither the Institution nor Inmate 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.

2.6 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 Federal Communications Commission.

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

2.7 Deposits and Advance Payments

The Company does not require deposits or advance payments.

2.8 Payment for Service

2.8.1 Payment for Service

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

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.

2.8.2 Disputed Charges

The Company will promptly investigate and advise the Customer as to its findings concerning disputed charges. Adjustments to Customer's bills will be made to the extent that circumstances exist which reasonably indicate that such changes are appropriate. Customers may contact the Nebraska Public Service Commission in the event of an unresolved dispute at 1200 N Street, Suite 300, Lincoln, NE 68508;Toll Free: (800) 526-0017.

2.8.3 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, the Company may require service to be provided via a prepaid account.

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

2.9 Taxes and Fees

Unless otherwise specified, all state and local taxes (i.e., sales tax, municipal utilities tax) and fees are not included in the quoted rates.

2.10 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.

2.11 Refusal or Discontinuance by Company

2.11.1 ICSolutions may refuse or suspend service for any of the following reasons:

A. For failure of the Customer to pay a bill for service when it is due.

B. For failure of the Subscriber to provide the Company reasonable access to its equipment and property.

C. For Subscriber's breach of the contract for service between the Company and the Subscriber.

D. For a failure of the Subscriber to furnish such service, equipment, and/or rights-of-way necessary to serve said Subscriber as shall have been specified by the Company as a condition of obtaining service.

E. When necessary for the Company to comply with any order or request of any governmental authority having jurisdiction.

F. In the event of tampering with the Company's equipment.

G. In the event of a condition determined to be hazardous to the Customer or Subscriber, to other Customers of the Company, to the Company's equipment, the public, or to employees of the Company.

H. In the event of a Customer's or Subscriber's use of equipment in such a manner as to adversely affect the Company's equipment or the Company's service to others.

I. In the event of fraudulent use of the service.

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SECTION 3 - DESCRIPTION OF SERVICE

3.1 General

Service is offered to inmates of correctional or confinement facilities for outward-only calling.

3.2 Timing of Calls

3.2.1 Long distance usage charges are based on the actual usage of the 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.

3.2.2 Chargeable time for a call ends upon disconnection by either party.

3.2.3 The minimum call duration and initial period for billing purposes is one minute.

3.2.4 Unless otherwise specified in this tariff, for billing purposes usage is measured and rounded to the next higher full minute.

3.2.5 No charges apply for incomplete calls or for calls to called parties who do not accept the charges for the call. ICSolutions will terminate a call if the called party does not accept responsibility for the charges. If a Customer believes he or she has been incorrectly billed for an incomplete call, the Company will, upon notification, investigate the circumstances of the call and issue a credit when appropriate.

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SECTION 3 - DESCRIPTION OF SERVICE, (CONT'D.)

3.3 ICSolutions Institutional Automated Collect Operator Service

ICSolutions 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. The Called Party must actively accept charges for the call. **(D)**

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 by ICSolutions' system.

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

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SECTION 3 - DESCRIPTION OF SERVICE, (CONT'D.)

3.4 ICSolutions Prepaid Institutional Calling Services

3.4.1 General

ICSolutions Prepaid Institutional Calling Services provide alternative payment arrangements for inmates in Confinement Institutions. This service is designed to offer a calling alternative for the following circumstances:

A) Called parties who utilize the services of local exchange carriers that do not offer third party billing of collect calls; and
B) Called parties whose credit history is inadequate to receive collect calls; and
C) Inmates who wish to utilize their commissary funds for call placement; and
D) Called parties who wish to budget their monthly expense for institutional calls.

Prepaid Institutional Calling Services are not subject to the Deposit and Advance Payment provisions found in Section 2.

Two options are available with Prepaid Institutional Calling Services. The first option, the Debit Card/Debit Account , allows the inmate (via the Institution personnel) to set up his/her own account/card at the Confinement Institution ; the second option, Prepaid Collect Service, allows the Called Party who receives collect calls from inmates to set up his/her own prepaid account.

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SECTION 3 - DESCRIPTION OF SERVICE, (CONT'D.)

3.4 ICSolutions Prepaid Institutional Calling Services, (Cont'd.)

3.4.1 General, (Cont'd.)

A. Prepaid Debit Service

With a Debit Card or Debit Account, each inmate has the option to transfer funds from his/her commissary account to purchase a debit card or have calls paid for directly out of the inmate's commissary account. This is accomplished by facility personnel or through a direct interface between the commissary system and the inmate phone system. This account is associated with the inmate's Personal Identification Number (PIN). When the inmate places a call, he/she has the option of calling collect or debit. Once debit is selected, the inmate enters the PIN and called telephone number. All purchases on a Debit Account are paid to and handled by the Institution. The Company receives payment from the Institution; it does not engage in direct monetary transactions with the inmate. Debit cards or Debit Accounts may be purchased in any amount subject to the requirements or restrictions of the Confinement Institution. (T) (T) (T)

The Company's system automatically informs the caller of the amount of purchased services applied to or remaining on the Prepaid Account, and provides prompts to place a call by entering the destination telephone number. The charge for network usage is deducted from the Account on a real time basis as the call progresses. (T) (T)

Debit Card or Debit Account services expire six (6) months from the date of purchase/sale. Since services are consumed in the order purchased, each new purchase will typically reset the expiration timeframe. Consumers may cancel services and request a refund prior to expiration. No refunds will be issued after the service expiration date. (T) (T)

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SECTION 3 - DESCRIPTION OF SERVICE, (CONT'D.)

3.4 ICS Prepaid Institutional Calling Services, (Cont'd.)

3.4.1 General, (Cont'd.)

B. Prepaid Collect Service (T)

Prepaid Collect Service is available for those parties (Customers) who receive collect calls from inmates in Confinement Institutions. Upon request, a prepaid account is set up by the Company for the Customer. The inmate will receive an authorization code and instructions for accessing and using the service. 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 of this tariff. Payments to the account are (T) made to and handled by the Company via arrangement with a specified financial (T) institution. The Company does not engage in direct monetary transactions with the inmate.

The Company's system automatically informs the account holder of the balance of (T) purchased services applied to or remaining on the Prepaid Account prior to acceptance of the call. The charge for network usage is deducted from the Account in full minute increments on a real time basis as the call progresses. The account holder (T) will also receive a reminder message when the account balance has one minute of usage remaining. 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.

Prepaid Collect services expire six (6) months from the date of purchase/sale. (T) Consumers may request a refund for any unexpired services. Since services are consumed in the order purchased, each new purchase will typically reset the expiration timeframe. Consumers may cancel services and request a refund prior to expiration. No refunds will be issued after the expiration date. (T)

Initial or additional purchases of prepaid services may be made via selected retail (T) outlets with which the Company may contract to receive Customer payments, or via Western Union, commercial credit card, debit card or e-checks. Payments may be made in any amount.

Prepaid Collect Services are available 24 hours a day, seven days per week. Access to (T) 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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Charges for network usage for Prepaid Institutional Calls are deducted from the (T) Account in full minute increments on a real time basis as the call progresses. The account holder will also receive a reminder message when the account balance has one minute of usage remaining. 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. (T)

SECTION 4 - RATES

4.1 General

Each Customer is charged individually for each call placed through the Company.

Customers are billed based on their use of ICSolutions service. No fixed monthly recurring charges apply.

4.2 Time of Day Rate Periods

Rates for service are not time of day or distance sensitive.

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SECTION 4 – RATES, (CONT'D.)

4.3 ICSolutions Institutional Collect, Prepaid Debit and Prepaid Collect Service Rates (C)

The following rates apply to outbound collect operator assisted calls placed by inmates in correctional institutions. The minimum call duration for billing purposes is one (1) minute. Additional usage is measured and rounded to the next higher full minute increment for billing purposes.

4.3.1 Rates and Charges
(Effective April 6, 2026)

Tier (ADP)	Audio (Per Minute)			Video (Per Minute)		
	Rate Cap	Rate Additive	Effective Rate Cap	Rate Cap	Rate Additive	Effective Rate Cap
Prisons (Any ADP)	$0.09	$0.02	$0.11	$0.23	$0.02	$0.25
Large Jails (1,000 +)	$0.08	$0.02	$0.10	$0.17	$0.02	$0.19
Med. Jails (350-999)	$0.10	$0.02	$0.12	$0.17	$0.02	$0.19
Small Jails (100-349)	$0.11	$0.02	$0.13	$0.19	$0.02	$0.21
Very Small Jails (50-99)	$0.13	$0.02	$0.15	$0.23	$0.02	$0.25
Extremely Small Jails (0-49)	$0.17	$0.02	$0.19	$0.42	$0.02	$0.44

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SECTION 4 – RATES, (CONT'D.)

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

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SECTION 4 – RATES, (CONT'D.)

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

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SECTION 4 – RATES, (CONT'D.)

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

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SECTION 4 – RATES, (CONT'D.)

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

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