



September 1, 2011  
Via Electronic Delivery

Ms. Elizabeth McCauley, Commission Secretary  
Docketing Division  
Public Utilities Commission of Ohio  
180 East Broad Street, 13<sup>th</sup> Floor  
Columbus, Ohio 43215-3793

**RE: Global Tel\*Link Corporation  
Detariffing of P.U.C.O. Tariff No. 2 in Case No. 10-1010-TP-ORD  
Case No. 11-4922-TP-ATA**

Dear Ms. McCauley:

Enclosed for filing please find the Telecommunications Retail Service Offering Form for Non-BLES Carriers and the Telecommunications Application Form for Detariffing and Related Actions per the Commission's 01/19/2011 "Implementation Order" in Case No. 10-1010-TP-ORD filed on behalf of Global Tel\*Link Corporation.

The Company respectfully requests an effective date of September 2, 2011.

Any questions regarding this filing may be directed to my attention at (407) 740-3004 or via email to [Rnorton@tminc.com](mailto:Rnorton@tminc.com).

Sincerely,

Robin Norton  
Consultant to Global Tel\*Link Corporation

RN/lm

cc: Dorothy Cukier - Global Tel\*Link Corporation  
file: GTL - OH  
tms: OHn1104

*The Public Utilities Commission of Ohio*  
**TELECOMMUNICATIONS RETAIL SERVICE OFFERING FORM**  
**For Non-BLES Carriers**

**Per the Commission's 01/19/2011 "Implementation Order" in Case No. 10-1010-TP-ORD**  
(Effective: 01/20/2011)

Company Name Global Tel\*Link Corporation

Company Address 12021 Sunset Hills Road Suite 100, Reston VA 20190

Company Web Address www.gtl.net

Regulatory Contact Person Dorothy Cukier Phone 703-955-3915 Fax 703-435-0980

Regulatory Contact Person's Email Address dorothy.cukier@gtl.net

Contact Person for Annual Report Dorothy Cukier Phone 703-955-3915 Fax 703-435-0980

Consumer Contact Information Dorothy Cukier Phone 703-955-3915 Fax 703-435-0980

TRF Docket No. 90-5632-CT-TRF

**I. Company Type (Check all applicable):**

☐ Non-BLES CLEC    ☐ IXC    ☒ Other (explain) IOS

**II. Services offered (Check all applicable):**

☐ Toll services (intrastate)

☐ Local Exchange Service (i.e., residential or business bundles)

☒ Other (explain) IOS

**III. Tariffed Provisions/Services (To the extent offered, check all applicable and attach tariff pages):**

☐ Toll Presubscription

☐ Intrastate Special and Switched Access Services to Carriers (facilities-based local carriers only)\*

☐ N-1-1 Service

☐ Pole Attachment and Conduit Occupancy

☐ Pay Telephone Access Lines

☒ Inmate Operator Service

☐ Telephone Relay Service

\*Access service tariffs shall be maintained separately and are subject to the Commission's carrier-to-carrier rules found in Chapter 4901:1-7, Ohio Administrative Code.

**Part IV. – Attestation**

**Carrier hereby attests to its compliance with pertinent entries and orders issued by the Commission.**

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I am an officer/agent of the carrier/telephone company, Robin Norton, Consultant to Global Tel\*Link Corporation, and am authorized to make statements on its behalf.

I understand that Telephone companies have certain responsibilities to its customers under the Telecommunications Rules (Ohio Adm. Code 4901:1-6). These responsibilities include: warm line service; not committing unfair or deceptive acts and practices; truth in billing requirements; and slamming and preferred carrier freeze requirements. We will comply with the rules of the state of Ohio and understand that non-compliance can result in various penalties, including the suspension of our certificate to operate within the state of Ohio.

I declare under penalty of perjury that the foregoing is true and correct.

Robin Norton, Consultant  
(Signature and Title)

September 1, 2011  
(Date)

*The Public Utilities Commission of Ohio*  
**TELECOMMUNICATIONS APPLICATION FORM for**  
**DETARIFFING AND RELATED ACTIONS**  
**Per the Commission's 01/19/2011 "Implementation Order" in Case No. 10-1010-TP-ORD**  
**(Effective: 01/20/2011 through 05/20/2011)**

In the Matter of the Application of: \_\_\_\_\_ )  
 \_\_\_\_\_ ) **TRF Docket No. 90-5632-CT-TRF**  
**Global Tel\*Link Corporation** \_\_\_\_\_ ) **Case No. 11-4922-TP-ATA**  
 \_\_\_\_\_ ) **NOTE: Unless you have reserved a Case No. leave**  
 to Detariff Services and make other changes related to \_\_\_\_\_ ) **the "Case No." fields BLANK.**  
 the Implementation of Case No. 10-1010-TP-ORD

Name of Registrant(s) Global Tel\*Link Corporation  
 DBA(s) of Registrant(s) N/A  
 Address of Registrant(s) 12021 Sunset Hills Road Suite 100, Reston VA 20190  
 Company Web Address www.gtl.net  
 Regulatory Contact Person(s) Dorothy Cukier Phone: 703-955-3915 Fax: 703-435-0980  
 Regulatory Contact Person's Email Address dorothy.cukier@gtl.net  
 Contact Person for Annual Report Dorothy Cukier Phone: 703-955-3915  
 Address (if different from above) \_\_\_\_\_  
 Consumer Contact Information Dorothy Cukier Phone: 703-955-3915  
 Address (if different from above) \_\_\_\_\_

**Part I – Tariffs**

**Please indicate the Carrier Type and the reason for submitting this form by checking the boxes below.**

*NOTE: All cases are ATA process cases, tariffs are effective the day they are filed, and remain in effect unless the Commission acts to suspend.*

<u>Carrier Type</u>	<input type="checkbox"/> ILEC	<input type="checkbox"/> CLEC	<input type="checkbox"/> CTS
Tariff for Basic Local Exchange Service (BLES) and/or other services required to be tarified pursuant to 4901:1-6-11(A); detariffing of all other services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other changes required by Chapter 4901:1-6 (Describe in detail in Exhibit C)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**Part II – Exhibits**

**Note that the following exhibits are required for all filings using this form.**

Included	Identified As:	Description of Required Exhibit:
<input checked="" type="checkbox"/>	Exhibit A	The existing affected tariff pages.
<input checked="" type="checkbox"/>	Exhibit B	The proposed revised tariff pages.
<input checked="" type="checkbox"/>	Exhibit C	Narrative summarizing all changes proposed in the application, and/or other information intended to assist Staff in the review of the Application.
<input checked="" type="checkbox"/>	Exhibit D	One-time customer notice of detariffing and related changes consistent with rule 4901:1-06-07
<input checked="" type="checkbox"/>	Exhibit E	Affidavit that the Customer Notice described in Exhibit C has been sent to Customers.

**Part III. – Attestation**

**Registrant hereby attests to its compliance with pertinent entries and orders issued by the Commission.**

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**AFFIDAVIT**

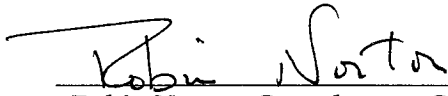
***Compliance with Commission Rules***

I am an officer/agent of the applicant corporation, **Robin Norton, Consultant to Global Tel\*Link Corporation**, and am authorized to make this statement on its behalf.

I attest that these tariffs comply with all applicable rules for the state of Ohio. I understand that tariff notification filings do not imply Commission approval and that the Commission's rules, as modified and clarified from time to time, supersede any contradictory provisions in our tariff. We will fully comply with the rules of the state of Ohio and understand that noncompliance can result in various penalties, including the suspension of our certificate to operate within the state of Ohio.

I declare under penalty of perjury that the foregoing is true and correct.

Executed on (Date) **September 1, 2011** at (Location) **Maitland, FL 32751**



**Robin Norton, Consultant to Global Tel\*Link Corporation**

**September 1, 2011**

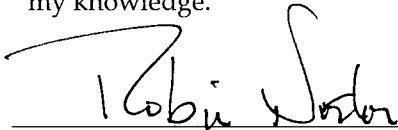
(Date)

- *This affidavit is required for every tariff-affecting filing. It may be signed by counsel or an officer of the applicant, or an authorized agent of the applicant.*

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**VERIFICATION**

I, **Robin Norton, Consultant to Global Tel\*Link Corporation** verify that I have utilized the Telecommunications Application Form for Detariffing and Related Actions provided by the Commission and that all of the information submitted here, and all additional information submitted in connection with this case, is true and correct to the best of my knowledge.



**Robin Norton, Consultant to Global Tel\*Link Corporation**

**September 1, 2011**

(Date)

*\*Verification is required for every filing. It may be signed by counsel or an officer of the applicant, or an authorized agent of the applicant.*

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***Send your completed Application Form, including all required attachments as well as the required number of copies, to:***

**Public Utilities Commission of Ohio  
Attention: Docketing Division  
180 East Broad Street, Columbus, OH 43215-3793**

***Or***

***Make such filing electronically as directed in Case No 06-900-AU-WVR***

**EXHIBIT A**

Existing Affected Tariff Pages

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*This tariff, Ohio Tariff No. 2 filed by Global Tel\*Link Corporation cancels and replaces, in its entirety, the current tariff on file with the Commission, Ohio Tariff No. 1, issued by Global Tel\*Link Corporation.*

Regulations and Rates

of

Global Tel\*Link Corporation

RESALE TELECOMMUNICATIONS SERVICES

Case No. \_\_\_\_ - \_\_\_\_ -TP-ACE

This tariff includes the rates, charges, terms and conditions of service for the provision of alternative operators services to End Users by Global Tel\*Link Corporation ("GTL") between locations within the State of Ohio. This tariff is available for public inspection during normal business hours at the main office of Global Tel\*Link Corporation ("GTL"), located at 2609 Cameron Street, Mobile, Alabama 36607

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Issued: April 12, 2005

Effective: April 12, 2005

Issued By:

Craig Ferguson, President  
2609 Cameron Street  
Mobile, Alabama 36607

OHn0501

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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.

<b>PAGE</b>	<b>REVISION</b>		<b>PAGE</b>	<b>REVISION</b>
Title	Original		29	1 <sup>st</sup> Rev.
1	12 <sup>th</sup> Rev.	*	30	1 <sup>st</sup> Rev.
2	Original		31	1 <sup>st</sup> Rev.
3	Original		32	Original
4	Original		33	Original
5	2 <sup>nd</sup> Rev.		34	1 <sup>st</sup> Rev.
6	Original		35	1 <sup>st</sup> Rev.
7	1 <sup>st</sup> Rev.		36	Original
8	Original		37	2 <sup>nd</sup> Rev.
9	Original		38	1 <sup>st</sup> Rev.
10	Original		39	1 <sup>st</sup> Rev.
11	Original		40	Original
12	Original		41	Original
13	Original		41.1	Original
14	Original		41.2	Original
15	1 <sup>st</sup> Rev.			
16	Original			
17	Original			
18	Original			
19	Original			
20	1 <sup>st</sup> Rev.			
21	4 <sup>th</sup> Rev.			
21.0	1 <sup>st</sup> Rev.	*		
21.1	1 <sup>st</sup> Rev.			
21.1.1	1 <sup>st</sup> Rev.			
21.2	2 <sup>nd</sup> Rev.			
22	1 <sup>st</sup> Rev.			
23	2 <sup>nd</sup> Rev.			
24	2 <sup>nd</sup> Rev.			
25	2 <sup>nd</sup> Rev.			
26	2 <sup>nd</sup> Rev.			
27	1 <sup>st</sup> Rev.			
28	2 <sup>nd</sup> Rev.			
28.1	Original			
28.2	Original			

\* - indicates those pages included with this filing.

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Issued: September 13, 2010

Effective: September 13, 2010

Issued By:

Jeffrey B. Haidinger, President  
12021 Sunset Hills Road, Suite 100  
Reston, VA 20190

OHn1004a



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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	19

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Issued: April 12, 2005

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Issued By:

Craig Ferguson, President  
2609 Cameron Street  
Mobile, Alabama 36607

OHn0501

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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.
- (D) - To signify a discontinued rate or regulation.
- (I) - To signify an increase in rate or charge.
- (L) - To signify material relocated from one page to another without change.
- (N) - To signify a new rate or regulation.
- (R) - To signify a reduced rate or charge.
- (T) - To signify a change or regulation but no change in rate or charge.
- (X) - To signify a correction or reissued matter.

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Issued By:

Craig Ferguson, President  
2609 Cameron Street  
Mobile, Alabama 36607

OHn0501

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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 Commission. 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 Commission, 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**

**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.

**Collect Billing** - 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.

**Commission** - The Public Utilities Commission of Ohio.

**Company** - Used throughout this tariff to refer to Global Tel\*Link Corporation, unless otherwise clearly indicated by the context.

**Correctional or Confinement Institutions** - Used throughout this tariff to refer to prisons, jails, penal facilities or other institutions used for penalty purposes which contract with the Company for the provision of service for use by their inmate population.

**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 inmates of correctional Institutions, the called party is the Customer and is responsible for payment of charges.

**Dollar Limit Account** – Called parties who subscribe to a local exchange carrier with whom GTL does not have a billing arrangement can arrange to be billed directly, with an initial account that permits the called party to accept collect calls every month up to a \$100 limit. Three full months of good credit enables the called party to increase the dollar limit of the account by \$50.00, up to a maximum of \$250.00.

(N)  
|  
|  
(N)

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Issued: May 1, 2009

Effective: May 1, 2009

Issued By:

Jeffrey B. Haidinger, President (T)  
12021 Sunset Hills Road, suite 100 (T)  
Reston, VA 20190 (T)

OHn0902

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

**GTL** - Used throughout this tariff to refer to Global Tel\* Link Corporation, the issuer of this tariff.

**Inmates** - The jailed population of correctional institutions who are authorized by the Institution to use such service. Responsibility for payment of Inmate charges requires positive acceptance by a Customer (i.e., billed to a third party) or prepayment by the Inmate.

**Institution** - Used throughout this tariff to refer to correctional institutions.

**Institutional Telephone** - A coinless telephone instrument that allows Inmates to place collect and prepaid calls at the instrument.

**LATA** - Local access and transport area. A geographic area established by the US District Court for the District of Columbia in Civil Action No. 82-0192.

**Pay Telephone** - A telephone instrument equipped with a credit card reader, coin box, or similar device that allows charges to be collected for each call at the instrument.

**Person to Person Call** - A service whereby the person originating the call specifies a particular person to be reached, or a particular station, room number, department, or office to be reached through a PBX attendant.

**Premises** - The physical space designated by the Customer for the termination of the Company's service.

**Station to Station Call** - A service whereby the Customer places a non-Person to Person call with the assistance of an operator (live or automated).

**Terminal Equipment** - Telecommunications devices, apparatus and associated wiring on the Premises of the Customer.

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Issued: April 12, 2005

Effective: April 12, 2005

Issued By:

Craig Ferguson, President  
2609 Cameron Street  
Mobile, Alabama 36607

OHn0501

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**SECTION 2 - RULES AND REGULATIONS****2.1 Undertaking of the Company**

Global Tel\* Link Corporation's services and facilities are furnished to correctional institutions in Ohio for communications originated by inmates of the institutions. GTL, through its call processing equipment, only provides automated collect, prepaid and debt inmate calling services. This tariff encompasses only those services provided between locations within the state of Ohio. 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 here in under for Inmates 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.

**2.2 Use of Service**

Services are provided under this tariff to correctional institutions and may be used by authorized inmates of institutions for any lawful purpose for which the service is technically suited, subject to such limitations or restrictions established by the Institution.

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Issued: July 26, 2007

Effective: July 27, 2007

Issued By:

Craig Ferguson, President  
2609 Cameron Street  
Mobile, Alabama 36607

OHn0702

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**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.
- 2.3.2** Service is provided only to correctional institutions for use by authorized inmates of the institutions 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 Inmate 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 on Institutions 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.

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Issued: April 12, 2005

Effective: April 12, 2005

Issued By:

Craig Ferguson, President  
2609 Cameron Street  
Mobile, Alabama 36607

OHn0501

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**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 Inmate 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 Customer and Inmate 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, 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 or Inmate; 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.

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.



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

**2.4 Liability of the Company, Cont'd.**

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 Customer.

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.

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Issued: April 12, 2005

Effective: April 12, 2005

Issued By:

Craig Ferguson, President  
2609 Cameron Street  
Mobile, Alabama 36607

OHn0501

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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.

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Issued: April 12, 2005

Effective: April 12, 2005

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2609 Cameron Street  
Mobile, Alabama 36607

OHn0501

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

**2.7 Installation and Termination**

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

**2.8 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.

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Issued: April 12, 2005

Effective: April 12, 2005

Issued By:

Craig Ferguson, President  
2609 Cameron Street  
Mobile, Alabama 36607

OHn0501

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**SECTION 2 - RULES AND REGULATIONS, CONT'D.****2.9 Deposits and Advance Payments****2.9.1 Deposits**

- A. To safeguard its interests, the Company may require a Customer to make a deposit to be held as a guarantee for the payment of charges. A deposit does not relieve the Customer of the responsibility for the prompt payment of bills on presentation. The deposit will not exceed an amount equal to the estimated charges for two (2) months for all regulated services plus 30 percent of the monthly estimated charge for a specified customer.
- B. Regarding the manner in which the creditworthiness of service applicants is established, as well as the manner in which disconnection of service for non-payment of charges occurs, the Company will comply with the MTSS Rules 4901:1-5-13 and 4901:1-17.
- C. When a service or facility is discontinued, the amount of a deposit, if any, will be applied to the Customer's account and any credit balance remaining will be refunded. Before the service or facility is discontinued, the Company will return the deposit plus interest, if any, or credit it to the Customer's account.
- D. Deposits held will accrue interest annually at a rate determined by the Company of at least three (3) percent. Interest will not accrue on a deposit held for less than one hundred and eighty (180) days. Interest will not accrue on any deposit after the date on which reasonable effort has been made to return it to the Customer after disconnection or termination of service. Thereafter, an unclaimed deposit, plus accrued interest, shall be disposed of in conformity with Chapter 169 of the Revised Code.
- E. The Company will promptly return the deposit plus interest accrued to date, if any, at any time upon request, if the customer's credit has otherwise been established or reestablished in accordance with 4901:1-17, O.A.C.

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Issued: April 12, 2005

Effective: April 12, 2005

Issued By:

Craig Ferguson, President  
2609 Cameron Street  
Mobile, Alabama 36607

OHn0501a

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**SECTION 2 - RULES AND REGULATIONS, CONT'D.****2.10 Payment for Service****2.10.1 Payment for Service**

The Customer is responsible for payment of all charges for services and equipment furnished to the Customer or Inmate by the Company. 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).

**2.10.2 Disputed Charges**

Charges billed directly by the Company are due upon receipt. Amounts not paid within 15 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 should be received orally or in writing by the Company as soon as possible.

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.

**2.10.3 Validation of Credit**

The Company reserves the right to validate the creditworthiness of Customers and billed parties through available verification procedures. 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 inmates of correctional facilities in accordance with facility-authorized programs. The Company may request that the correctional 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.

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Issued: April 12, 2005

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2609 Cameron Street  
Mobile, Alabama 36607

OHn0501

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

**2.10 Payment for Service, Cont'd.**

**2.10.4 Late Payment Fee**

A late payment fee of 1.5% per month will be charged on any past due balance. Any applicable late payment fees will be assessed according to the terms and conditions of the Company or its billing agent and pursuant to Ohio law.

**2.10.5 Return Check Charge**

A return check charge of \$25.00 will be assessed for checks returned for insufficient funds.

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Issued: April 12, 2005

Effective: April 12, 2005

Issued By:

Craig Ferguson, President  
2609 Cameron Street  
Mobile, Alabama 36607

OHn0501

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**SECTION 2 - RULES AND REGULATIONS, CONT'D.****2.11 Taxes and Fees**

The Company reserves the right to bill any and all applicable taxes in addition to normal long distance usage charges, including, but not limited to: Federal Excise Tax, State Sales Tax, Municipal Taxes, Gross Receipts Tax. All applicable taxes and fees are billed as separate line items and are not included in the rates quoted in this tariff.

**A. Pay Telephone Surcharge**

In order to recover the Company's expenses to comply with the FCC's pay telephone compensation plan effective on October 7, 1997 (FCC 97-371), an undiscountable per call charge is applicable to all interstate, intrastate and international calls that originate from any domestic pay or institutional telephone used to access the Company's services. The Pay Telephone Surcharge, which is in addition to standard tariffed usage charges and any applicable service charges and surcharges associated with the Company's service, applies for the use of the instrument used to access the Company service and is unrelated to the Company's service accessed from the pay or institutional telephone.

Pay telephones include coin-operated and coinless phones owned by local telephone companies, independent companies and other interexchange carriers. The Pay Telephone Surcharge applies to the initial completed call and any reoriginated call (i.e., using the "#" symbol).

Whenever possible, the Pay Telephone Surcharge will appear on the same invoice containing the usage charges for the surcharged call. In cases where proper pay or inmate telephone coding digits are not transmitted to the Company prior to completion of a call, the Public Pay Telephone Surcharge may be billed on a subsequent invoice after the Company has obtained information that the originating station is an eligible pay telephone.

The Pay Telephone Surcharge does not apply to calls placed from pay telephones at which the Customer pays for service by inserting coins during the progress of the call.

Rate per Call	\$0.60
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2609 Cameron Street  
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**SECTION 2 - RULES AND REGULATIONS, CONT'D.**

**2.12 Refusal or Discontinuance by Company**

**2.12.1** The Company may terminate service to a Customer or Institution for nonpayment of undisputed charges or violation of this tariff or provision of law.

**2.12.2** 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 purpose other than that described in the application.

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 Global Tel\* Link Corporation.

For noncompliance with or violation of Commission regulation or the Company's rules and regulations on file with the Commission.

In the event of Customer, Institution or Authorized User use of equipment in such a manner as to adversely affect the Company's equipment or service to others.

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



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**SECTION 2 - RULES AND REGULATIONS, CONT'D.****2.12 Refusal or Discontinuance by Company, Cont'd.****2.12.2 Cont'd.**

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 or Institution to make, at his or her own expense, all changes in facilities or equipment necessary to eliminate illegal use and to pay an amount reasonably estimated as the loss in revenue resulting from such fraudulent use.

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

**2.13 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.

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**SECTION 3 - DESCRIPTION OF SERVICE AND RATES****3.1 General**

Global Tel\*Link Corporation provides automated operator assisted collect-only calling services for use by Inmates of prisons, jails or other Correctional Institutions for communications originating and terminating within the State of Ohio. The Company's services are available twenty-four hours per day, seven days a week. Intrastate service is offered in conjunction with interstate service. Inmate access to the Company's services may be restricted by the administration of the Institution served.

Customers are charged individually for each call placed through the Company's network. Charges may vary by service offering, mileage band, class of call, time of day, day of week and/or call duration. Customers are billed based on their use of the Company's services and network. No installation charges apply.

**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** Timing of each call begins when the called station is answered (i.e. when two way communications are established.) Answer detection is based on standard industry answer detection methods, including hardware and software answer detection. For Collect Calls, charges apply only if the called party accepts the responsibility for payment. For Person to Person Calls, charges apply only if the calling party is connected with the designated called party or an agreed upon substitute.
- 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 indicates that he/she was billed for an incomplete call, the Company will reasonably issue credit for the call.

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**SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)****3.3 Institutional Operator Assisted Calling**

Institutional operator assisted service allows inmates to place collect 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. 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 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 to inmates of institutions, the following special conditions apply:

1. Calls to "900", "976" or other pay-per-call and call-forwarding services are blocked or may be blocked by the Company. (T)  
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2. 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).
3. At the request of the Institution, the Company may block inmate access to "911", "411", or local operators reached through "0-" dialing.
4. At the request of the Institution, the Company may block inmate access 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. Inmates 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 local and long distance calls placed using its services.
8. At the request of the institution, equipment may be provided which permits monitoring of inmate calls by legally authorized government officials.

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**SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)****3.3 Institutional Operator Assisted Calling, Cont'd.****3.3.1 Institutional Collect-Only Rates****A. Local Services Rates and Charges**

Local operator assisted collect-only calls placed by inmates of institutions and other correctional facilities are billed as follows:

**1. Option A****a. Usage Charge**

Local Message Charge, Per Call: \$0.50

**b. Service Charge**

Local Station to Station: \$2.75

**2. Option B****a. Usage Charge**

Rate Per Minute: \$0.36

**b. Service Charge**

Local Station to Station: \$2.75

**3. Option C****a. Usage Charge**

Rate Per Minute: \$0.00

**b. Service Charge**

Local Station to Station: \$1.75

**4. Option D****a. Usage Charge**

Rate Per Minute: \$0.00

**b. Service Charge**

Local Station to Station: \$1.14

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

**3.3 Institutional Operator Assisted Calling, Cont'd.**

**3.3.1 Institutional Collect-Only Rates, Cont'd.**

**A. Local Services Rates and Charges, Cont'd.**

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**5. Option E**

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**a. Usage Charge**

Rate Per Minute: \$0.25

**b. Service Charge**

Local Station to Station: \$2.75

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**SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)****3.3 Institutional Operator Assisted Calling, Cont'd.****3.3.1 Institutional Collect-Only Rates, (Cont'd.)****B. IntraLATA Services Rates and Charges****1. Option A**

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**a. Usage Charges**

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Service is billed in one (1) minute increments following an initial one (1) minute billing period.

Prison Collect Per Minute: \$0.36

**b. Service Charges**

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Operator Station Collect Service Charge: \$2.75

**2. Option B**

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**a. Usage Charges**

	Day		Evening		Night/Weekend	
Mileage Band	Initial Minute	Addl. Minute	Initial Minute	Addl. Minute	Initial Minute	Addl. Minute
1-10	\$0.25	\$0.16	\$0.12	\$0.06	\$0.12	\$0.06
11-22	\$0.28	\$0.16	\$0.16	\$0.10	\$0.16	\$0.10
23-55	\$0.28	\$0.20	\$0.16	\$0.10	\$0.16	\$0.10
56-124	\$0.28	\$0.20	\$0.16	\$0.10	\$0.16	\$0.10
125+	\$0.28	\$0.20	\$0.16	\$0.10	\$0.16	\$0.10

**b. Service Charges**

Operator Station Collect Service Charge: \$1.75

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\* Certain material previously found on this page can now be found on Original Page 21.2

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$$\begin{array}{c} \text{(N)} \\ | \\ - \\ | \\ - \\ | \\ - \\ | \\ - \\ | \\ \text{(N)} \end{array}$$

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

3.4 [Reserved for Future Use]

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

3.4 [Reserved for Future Use]

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

3.4 [Reserved for Future Use]

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**SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)****3.5 Advance Pay 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 Advance Pay Account with the Called Party (Customer) for payment of collect calls placed from institutions served by Global Tel\*Link. Funds in the Customer's Advance Pay account may only be used for payment of collect calls placed by inmates to telephone numbers specified by the Customer. Establishment and maintenance of an Advance Pay Account is 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.

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The minimum amount required to set up the Advance Pay Account is \$25.00. Upon request, and after the required minimum payment is received, 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 inmate may call.

Additional payments will be accepted with a \$50.00 payment maximum. Initial and additional payments 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 payments will be subject to applicable taxes.

When an inmate 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 contact the Company's toll-free customer service number for account balance information at any time.

If the Advance Pay Account balance becomes depleted, calls placed to the numbers specified by the Customer will be blocked until the Advance Pay Account is replenished.

The Customer may close the Advance Pay Account at any time. At the written request of the Customer (usually upon release of an inmate from an institution), any remaining balance in the Account will be refunded to the Customer after deducting any call charges, applicable taxes and transaction fees incurred during the current billing cycle. Advance Pay Accounts will be automatically dissolved following three months of zero activity (i.e., no calls placed, no account replenishment, no customer service inquiries.)

All security measures and inmate calling restrictions as set forth elsewhere in this tariff are also applicable for any calls made using an Advance Pay Account.

**SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)****3.5 Advance Pay Accounts****3.5.1 Rates and Charges**

A. **Option 1** - Advance Pay Customers' rates and charges are the same as those set forth in the Company's institutional collect call rate schedules.

B. **Option 2** - Rates and charges for Advance Pay Accounts are provided at a discount, per the request of correctional facility.

C. **Option 3**

1. **Local**

(a) **Usage Charge**  
Rate Per Minute: \$0.00

(b) **Service Charge**  
Per Call: \$0.911

2. **IntraLATA**

(a) **Usage Charges**

	Day		Evening		Night/Weekend	
Mileage Band	Initial Minute	Addl. Minute	Initial Minute	Addl. Minute	Initial Minute	Addl. Minute
1-10	\$0.1901	\$0.1188	\$0.0871	\$0.0369	\$0.0871	\$0.0475
11-22	\$0.2160	\$0.2138	\$0.1188	\$0.0713	\$0.1188	\$0.0792
23-55	\$0.2160	\$0.2138	\$0.1188	\$0.0713	\$0.1188	\$0.0792
56-124	\$0.2160	\$0.2138	\$0.1188	\$0.0713	\$0.1188	\$0.0792
125+	\$0.2160	\$0.2138	\$0.1188	\$0.0713	\$0.1188	\$0.0792

(b) **Service Charges**  
Per Call: \$0.832

3. **InterLATA**

(a) **Usage Charges**  
Rate Per Minute: \$0.257

(b) **Service Charges**  
Per Call: \$0.832

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**SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)****3.6 Confinement Services – State Department of Corrections****3.6.1 Maximum Security Collect Service**

Maximum Security Collect Service are collect calls placed from certain authorized institutional telephones presubscribed to the Company and completed to Customers who have previously agreed to accept these calls. Service under the Maximum Security Collect Customer Account offering is offered pursuant to contracts with authorized confinement institutions.

If the Customer's telecommunications payments to the Company are past due or if the Customer's telecommunications payment history is unknown or indeterminable, the Customer may be required to provide (i) a valid major credit card account number from an issuer acceptable to the Company and authorization for the Company to charge usage to this credit card account; or (ii) an agreement that the Customer's usage of the Company network and services will be subject to limits to be determined by the Company. Prior to the Customer's compliance with this request, the Company reserves the right to block calls. The Company may request subsequent additional pre- invoice payments for usage and may increase or decrease usage limits or offer a prepaid option, as it deems appropriate.

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Amounts not paid within 21 days of the direct billed invoice date will be considered past due. If an invoice is past due, the Company may require the Customer to prepay for all future usage. If the Company becomes concerned about the Customer's ability to pay for services that have become past due, the Company may require that the Customer pay all charges within a specified number of days and/or that the Customer make such payments in cash or the equivalent of cash.

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**SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)****3.6 Confinement Services – State Department of Corrections, (Cont'd.)****3.6.1 Maximum Security Collect Service, (cont'd.)****A. Non-Billable Local Exchange Company Program**

Maximum Security Collect Service, which is provided subject to billing availability, is Operator Station Collect or Person-to-Person Collect calls placed from certain authorized institutional telephones presubscribed to the Company and completed to Customers who have previously agreed to accept these calls and have pre-established Company accounts for the service. Service under the Maximum Security Collect Customer Account offering is offered pursuant to contracts with authorized confinement institutions.

	<b>Maximum Surcharge</b>
Station-to-Station	\$2.50

Maximum Security Collect Customer Accounts are Dollar Limit accounts that apply to called parties whose local provider does not have a billing and collection agreement with the Company. Customers who do not have established direct remit accounts with the Company, by which the Customer is billed directly, and directly remits to, the Company or its agent, and/or for whom the serving Local Exchange Carrier will not bill and collect charges for the service on behalf of the Company must pre-establish Maximum Security Collect Customer accounts for the service under the following provisions:

**1. Customer Dollar Limit Account Provisions**

- a) Customer will be notified via a voice response unit, via three call attempts, to call into the Company within two business days concerning billing changes on their calls received from correctional facilities. A Customer that does not call into the Company to enroll in the Non-Billable Local Exchange Company Program within two business days will be blocked from receiving Maximum Security Collect Service until the Customer enrolls in the direct bill program.
- b) A Customer will be directly billed by the Company with calling allowed up to the selected stet limit. The Customer will have the ability to make multiple payments during a month so as to reduce his balance below his selected balance limit. The Customer may choose the balance limit by paying a one-time prepayment based on the table below. The Customer's prepayment will be automatically applied as usage occurs. For higher balance limits, the Customer can make special arrangements with the Company.

<b>Balance</b>	<b>Prepayment</b>
\$100	\$0
\$150	\$50
\$200	\$100
\$250	\$150

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**SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)****3.6 Confinement Services – State Department of Corrections, (Cont'd.)**

(N)

**3.6.1 Maximum Security Collect Service, (cont'd.)****A. Non-Billable Local Exchange Company Program, (Cont'd.)****1. Customer Dollar Account Provisions, (Cont'd.)**

- c) The Customer must provide a verifiable telephone number and associated billing name and billing address. Otherwise, their telephone number will be subject to blocking.
- d) At the time of account establishment, the Customer may be required to provide the Company a copy of his or her most recent telephone bill. The Company reserves the right to deny service if the associated telephone number and billing name and billing address on the telephone bill do not match the information provided by the Customer, or if the bill reflects that the Customer has not paid in full for telephone services.
- e) At the time of account establishment, the Customer will be allowed to accept a predetermined balance limit. When the balance limit is exceeded, the telephone number will be blocked from receiving Maximum Security Collect Service calls until a payment is made.
- f) After account establishment, the Customer will receive a letter explaining the program in detail.
- g) Payments may be made multiple times within a month to reset the balance limit. This allows Customers to receive unlimited calls in a month as long as a payment is made when the balance limit has been reached.

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**SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)****3.6 Confinement Services – State Department of Corrections, (Cont'd.)**

(N)

**3.6.1 Maximum Security Collect Service, (cont'd.)****A. Non-Billable Local Exchange Company Program, (Cont'd.)****1. Customer Dollar Account Provisions, (Cont'd.)**

- h) At the beginning of each day the account balance will be analyzed and, if applicable, a voice response unit will send a message to the Customer warning that their balance limit is within \$25 of being reached. A second voice response unit will send another message to the Customer explaining that the balance limit has been reached and their telephone number is now blocked.
- i) Payments may be made via a credit card by calling the Company, or via a check/money order using a remittance slip that is furnished to the Customer each month. Additional remittance slips are available upon request.
- j) Upon Customer request to the Company following three discreet consecutive months of direct billed proven good payment history for the billable Local Exchange Company Program, the Customer may request that the Company increase the Customer's balance limit by \$50. Customer must be in good standing as well with any other Company service.
- k) The Customer will receive monthly invoices for the service based upon the Company's monthly billing periods.
- l) Attorneys who have identified themselves to the Company can establish a balance of 150% of their average balance of their last three months of usage for inmate collect calls from an Ohio correctional facility, which is managed by the Company.
- m) Anyone who has received, on the same phone number, fifteen (15) months of usage of inmate collect calls from an Ohio correctional facility, which is managed by the Company, can establish a balance of 150% of their average balance for the last three months.
- n) Regardless of payment timing or invoicing method, all Maximum intraLATA and interLATA calls in this offering are rated as set forth in Section 3.6.1 of this tariff.
- o) Account will be automatically dissolved following three months of zero activity (i.e., no calls placed, no account replenishment, no customer service inquiries.)

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

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**SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)****3.6 Confinement Services – State Department of Corrections, (Cont'd.)****3.6.1 Maximum Security Collect Service, (cont'd.)****B. Billable Local Exchange Company Program**

Maximum Security Collect Service Customers whose local provider does have a billing and collection agreement with the Company and who bill less than a volume of \$50.00 a month may be billed via their local exchange carrier. (C)

Maximum Security Collect Service Customers whose local provider does have a billing and collection agreement with the Company and who bill in excess of a volume of \$50 in Maximum Security Collect Services in any month may be required to be direct billed with certain restrictions. (C)

**1. Maximum Security Collect Customer Account Provisions -Direct Billing Arrangement**

- a) A Customer will be notified via a voice response unit, via three call attempts, to call into the Company within two business days concerning billing changes on their calls received from correctional facilities. A Customer that does not call into the Company to enroll in the Billable Local Exchange Company Program within two business days will be blocked from receiving Maximum Security Collect Service until the Customer enrolls in the direct bill program.
- b) A Customer will be directly billed by the Company with calling allowed up to the selected balance limit. The Customer will have the ability to make multiple payments during a month so as to reduce his balance below his selected balance limit. The Customer may choose the balance limit by paying a one-time prepayment based on the table below. The Customer's prepayment will be automatically applied as usage is incurred. For higher balance limits, the Customer can make special arrangements with the Company.

<b>Balance</b>	<b>Prepayment</b>
\$100	\$0
\$150	\$50
\$200	\$100
\$250	\$150

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**SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)****3.6 Confinement Services – State Department of Corrections, (Cont'd.)****3.6.1 Maximum Security Collect Service, (cont'd.)****B. Billable Local Exchange Company Program, (continued)****1. Maximum Security Collect Customer Account Provisions -Direct Billing Arrangement, (continued)**

- c) The Customer must provide a verifiable telephone number and associated billing name and billing address. Otherwise, their telephone number will be subject to blocking.
- d) At the time of account establishment, the Customer may be required to provide the Company a copy of his or her most recent telephone bill. The Company reserves the right to deny service if the associated telephone number and billing name and billing address on the telephone bill do not match the information provided by the Customer, or if the bill reflects that the Customer has not paid in full for telephone services.
- e) At the time of account establishment, the Customer will be allowed to accept a predetermined balance limit. When the balance limit is exceeded, the telephone number will be blocked from receiving Maximum Security Collect Service calls until a payment is made.
- f) After account establishment, the Customer will receive a letter explaining the program in detail.
- g) Payments may be made multiple times within a month to reset the balance limit. This allows Customers to receive unlimited calls in a month as long as a payment is made when the balance limit has been reached.

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**SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)****3.6 Confinement Services – State Department of Corrections, (Cont'd.)****3.6.1 Maximum Security Collect Service, (cont'd.)****B. Billable Local Exchange Company Program, (continued)****1. Maximum Security Collect Customer Account Provisions -Direct Billing Arrangement, (continued)**

- h) At the beginning of each day the account balance will be analyzed and, if applicable, a voice response unit will send a message to the Customer warning that their balance limit is within \$25 of being reached. A second voice response unit will send another message to the Customer explaining that the balance limit has been reached and their telephone number is now blocked.
- i) Payments may be made via a credit card by calling the Company, or via a check/money order using a remittance slip that is furnished to the Customer each month. Additional remittance slips are available upon request.
- j) Upon Customer request to the Company following three discreet consecutive months of direct billed proven good payment history for the billable Local Exchange Company Program, the Customer may request that the Company increase the Customer's balance limit by \$50. Customer must be in good standing as well with any other Company service.
- k) The Customer will receive monthly invoices for the service based upon the Company's monthly billing periods.

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**SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)****3.6 Confinement Services – State Department of Corrections, (Cont'd.)****3.6.1 Maximum Security Collect Service, (cont'd.)****B. Billable Local Exchange Company Program, (continued)****1. Maximum Security Collect Customer Account Provisions –Direct Billing Arrangement, (continued)**

- l) Attorneys who have identified themselves to the Company can establish a balance of 150% of their average balance of their last three months of usage for inmate collect calls from an Ohio correctional facility, which is managed by the Company.
- m) Anyone who has received, on the same phone number, fifteen (15) months of usage of inmate collect calls from an Ohio correctional facility, which is managed by the Company, can establish a balance of 150% of their average balance for the last three months.
- n) Regardless of payment timing or invoicing method, all Maximum intraLATA and interLATA calls in this offering are rated as set forth in Section 3.6.1 of this tariff.
- o) Account will be automatically dissolved following three months of zero activity (i.e., no calls placed, no account replenishment, no customer service inquiries.)

(N)  
|  
(N)

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Issued By:

Jeffrey B. Haidinger, President  
12021 Sunset Hills Road, suite 100  
Reston, VA 20190

OHn0801

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**SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)****3.6 Confinement Services – State Department of Corrections, (Cont'd.)****3.6.1 Maximum Security Collect Service, (cont'd.)****B. Billable Local Exchange Company Program, (continued)****2. Establishment of Call Volume**

The Company reserves the right to validate previous payment history of Customers through available verification procedures and to establish a maximum predetermined volume amount. Where a requested billing method cannot be validated, the Company may require a prepaid option such as Global Prepaid Collect Service set forth in Section 3.6.1C following.

**3. Restrictions on the Use of Service**

The Company may, without notice (consistent with governing laws or regulations), block traffic to or from specific countries, country codes, cities, city codes, local telephone exchanges (NXX exchanges), individual telephone stations, groups or ranges of individual telephone stations, or whenever the Company deems it necessary to take such action to prevent (1) the unlawful use of service; (2) nonpayment for service; (3) the use of service in violation of this Agreement; or (4) network blockage or the degradation of service furnished to the Customer or other Customers.

The Company may discontinue the furnishing of any and/or all service(s) to a Customer, without incurring any liability, immediately and without notice if the Company, in its sole discretion, that such action is necessary to prevent or to protect against fraud or to otherwise protect its personnel, agents, facilities or services. The Company may discontinue service pursuant to this subsection if:

- a) The Customer refuses to furnish information to the Company regarding the Customer's payment history, its past or current use of services, or its planned use of service(s); (T)
- b) The Customer provided false information to the Company regarding the Customer's identity or address. Or, did not validate the Customer's identity or address as requested by the Company. Or, did not update Customer's address or identity on a change that the Customer incurred; or (T)
- c) The Customer states that he/she will not comply with a request of the Company for past due payments or prepayments. (T)

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Reston, VA 20190 (T)

OHn0902



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**SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)****3.6 Confinement Services – State Department of Corrections, (Cont'd.)****3.6.1 Maximum Security Collect Service, (cont'd.)****C. GLOBAL Prepaid Collect Service**

The Company is offering to Customers of certain GLOBAL managed correctional facilities a Discounted Prepaid Collect Service.

A domestic United States Customer, who receives calls from a GLOBAL managed correctional facility that has this feature, can opt to setup a Discounted Prepaid Collect account with the Company in order to receive discounted prepaid collect calls. The discount will only apply to calls that were received and accepted as a "prepaid" call. Prepaid calls will only be allowed if sufficient funds are available in the prepaid account at the time the call is placed. If sufficient funds are not available at the time the call is placed, the call will be offered as a collect call instead of a prepaid call.

**1. Opening a Prepaid Account**

To setup a Prepaid Collect account, contact the Company at its toll-free customer service number.

At the time of account establishment, the customer must provide the Company with the Customer's telephone number and associated billing name and billing address in order to setup a prepaid account. The Customer must provide the Company a copy of his or her most recent local exchange telephone bill. The Company reserves the right to deny service if the associated telephone number and billing name and billing address on the telephone bill do not match the information provided by the customer, or if the bill reflects that the Customer has not paid in full for telephone services.

**2. Announcement**

All incoming calls will be announced as either a prepaid call (which will be at discounted rates) or as a collect call (which will be at undiscounted rates). The customer has the ability to accept the call (with charges) or deny the call (without any charges).

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**SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)****3.6 Confinement Services – State Department of Corrections, (Cont'd.)****3.6.1 Maximum Security Collect Service, (cont'd.)****C. GLOBAL Prepaid Collect Service, (continued)****3. Prepayments**

Prepayments can be made in increments of \$5, with a \$25 minimum. The Company accepts credit cards, checks, or money orders in order to fund the prepaid accounts. These prepaid funds are not considered a deposit.

The prepaid account balance must have a minimum amount for a one-minute call left in the prepaid account in order for the call to be placed as prepaid; otherwise, the customer will receive the call, and be billed for the call, as an undiscounted collect call.

**4. Duration**

The duration of the prepaid call may not exceed the maximum duration allowed by the correctional facility. In addition, the duration may be less than the maximum duration allowed by the correctional facility depending upon the amount of funds in the prepaid account. There must be a minimum of one minute of prepaid funds in the account in order for the call to be placed as prepaid; otherwise, the customer will receive the call, but be billed for the call as an undiscounted collect call.

**5. Closing a Prepaid Account**

To close a Prepaid Collect Service account, contact the Company's Toll free Customer Service number. Outstanding prepaid funds will be refunded after the account has been closed.

A Prepaid accounts will be automatically dissolved following three months of zero activity (i.e., no calls placed, no account replenishment, no customer service inquiries,) and any remaining funds will be refunded to the address on record.

(T)  
|  
(T)

**6. GLOBAL Prepaid Collect Service Charge**

	<b>Maximum Surcharge</b>
Surcharge per charge:	\$2.00

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Issued By:

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Reston, VA 20190 (T)

OHn0904a

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**SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)****3.6 Confinement Services – State Department of Corrections, (Cont'd.)****3.6.1 Maximum Security Collect Service, (cont'd.)****D. Rates and Charges****1. Time of Day Periods****(T)**

The following Time of Day periods apply to all Maximum Security Collect Service calls.

Day:	8:00am – 4:59pm	
Evening:	5:00pm – 10:59pm	
Night/Weekend	Monday-Friday	11:00pm – 7:59am
	Saturday-Sunday	12:00am – 11:59pm

**2. Non-Billable Local Exchange Company Program****(T)**

The minimum one-time prepayment required is \$20 to activate a directly billed account.

**a. Option 1****(T)**

Local Call – Station-to-Station Collect Calling      \$1.15 per call

IntraLATA Per Call Surcharge      \$1.05

## Usage Charges

Mileage Band	Day	Addl Min	Evening	Addl Min	Nights/Weekend	
	1st Min		1st Min		1st Min	Addl Min
0-10	\$0.2400	\$0.1500	\$0.1100	\$0.0500	\$0.1100	\$0.0600
11-22	\$0.2700	\$0.1500	\$0.1500	\$0.0900	\$0.1500	\$0.1000
23+	\$0.2700	\$0.1900	\$0.1500	\$0.0900 (X)	\$0.1500	\$0.1000

InterLATA Per Call Surcharge      \$1.05

Usage Charges, per minute      \$0.3250

Material that originally appeared on this Page now appears on Page 37.

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Effective: July 27, 2007

Issued By:

Craig Ferguson, President  
2609 Cameron Street  
Mobile, Alabama 36607

OHn0702

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

## 3.6 Confinement Services – State Department of Corrections, (Cont'd.)

## 3.6.1 Maximum Security Collect Service, (cont'd.)

## D. Rates and Charges, (cont'd)

## 2. Non-Billable Local Exchange Company Program

(T, M)

## b. Option 2 (Effective August 1, 2007)

(N)

Local Call – Station-to-Station Collect Calling \$1.25 per call

IntraLATA Calling

Per Call Surcharge \$1.10

Usage Charges, per minute \$0.1250

InterLATA Calling

Per Call Surcharge \$1.10

Usage Charges, per minute \$0.3400

(N)

## 3. Billable Local Exchange Company Program

(T)

## a. Option 1

Local Call – Station-to-Station Collect Calling \$1.15 per call

IntraLATA Per Call Surcharge \$1.05

Usage Charges

Mileage Band	DAY		EVENING		NIGHTS/WEEKENDS	
	1st Min	Addl Min	1st Min	Addl Min	1st Min	Addl Min
0-10	\$0.2400	\$0.1500	\$0.1100	\$0.0500	\$0.1100	\$0.0600
11-22	\$0.2700	\$0.1500	\$0.1500	\$0.0900	\$0.1500	\$0.1000
23+	\$0.2700	\$0.1900	\$0.1500	\$0.0900 (X)	\$0.1500	\$0.1000

InterLATA Per Call Surcharge \$1.05

Usage Charges, per minute \$0.3250

Material that originally appeared on this Page now appears on Page 40

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Craig Ferguson, President  
2609 Cameron Street  
Mobile, Alabama 36607

OHn0702

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

## 3.6 Confinement Services – State Department of Corrections, (Cont'd.)

## 3.6.1 Maximum Security Collect Service, (cont'd.)

## D. Rates and Charges, (cont'd)

## 3. Billable Local Exchange Company Program, (cont'd)

(N)

## b. Option 2 (Effective August 1, 2007)

Local Call – Station-to-Station Collect Calling	\$1.25 per call
IntraLATA Calling	
Per Call Surcharge	\$1.10
Usage Charges, per minute	\$0.1250
InterLATA Calling	
Per Call Surcharge	\$1.10
Usage Charges, per minute	\$0.3400

(N)

## 4. Global Prepaid Collect Service

(T, M)

## a. Option 1

(M)

Local Call - Station-to-Station Collect Calling \$0.92 per call

IntraLATA Per Call Surcharge \$0.84

## IntraLATA Usage Charges

Mileage Band	Day		Evening		Nights/Weekend	
	1st Min	Addl Min	1st Min	Addl Min	1st Min	Addl Min
0-10	\$0.1920	\$0.1200	\$0.0880	\$0.0400	\$0.0880	\$0.0480
11-22	\$0.2160	\$0.1200	\$0.1200	\$0.0720	\$0.1200	\$0.0800
23+	\$0.2160	\$0.1520	\$0.1200	\$0.0720	\$0.1200	\$0.0800

InterLATA Per Call Surcharge

\$0.84

Usage Charges, per minute

\$0.2600

(M)

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Craig Ferguson, President  
2609 Cameron Street  
Mobile, Alabama 36607

OHn0702

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**SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)****3.6 Confinement Services – State Department of Corrections, (Cont'd.)**

(N)

**3.6.1 Maximum Security Collect Service, (cont'd.)****D. Rates and Charges, (cont'd)****4. Global Prepaid Collect Service, (cont'd)****b. Option 2 (Effective August 1, 2007)**

Local Call – Station-to-Station Collect Calling \$1.00 per call

IntraLATA Calling

Per Call Surcharge \$0.88

Usage Charges, per minute \$0.1000

InterLATA Calling

Per Call Surcharge \$0.88

Usage Charges, per minute \$0.2700

(N)

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2609 Cameron Street  
Mobile, Alabama 36607

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**SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)****3.7 Institutional Prepaid Operator Assisted Calling**

(N)

**3.7.1 Prepaid Debit Accounts**

With a Prepaid Debit Account, each inmate has the option to transfer funds from his/her personal account to his/her telephone account. This is accomplished by facility personnel or through a direct interface between the commissary system and/or booking account 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 prepaid/debit. Once debit is selected, the inmate 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., JMS, facility, commissary, etc. The Company receives payment from the Institution; it does not engage in direct monetary transactions with the inmate.

The Company's system automatically informs the caller of the Available Usage Balance remaining in the Prepaid Debit 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 on a real time basis as the call progresses.

Payment for Prepaid Institutional Calling Services and any Available Usage in the Prepaid Debit Account is refundable upon request, after release of the inmate from the Confinement Institution. The Available Usage Balance expires three months from the date of the last activity on the Prepaid account. No refunds of unused balances will be issued after the expiration date.

**3.7.2 Rates and Charges**

- A. Option 1** - Rates and charges for Prepaid Debit Accounts are the same as those set forth in the Company's institutional collect call rate schedules.
- B. Option 2** - Rates and charges for Prepaid Debit Accounts are provided at a discount, per request of correctional facility.

(N)

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Jeffrey B. Haidinger, President  
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Reston, VA 20190

OHn0801

**SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)****3.7 Institutional Prepaid Operator Assisted Calling****3.7.2 Rates and Charges, (Cont'd.)****C. Option 3****1. Local**

- (a) **Usage Charge**  
Rate Per Minute: \$0.00
- (b) **Service Charge**  
Per Call: \$0.911

**2. IntraLATA****(a) Usage Charges**

	Day		Evening		Night/Weekend	
Mileage Band	Initial Minute	Addl. Minute	Initial Minute	Addl. Minute	Initial Minute	Addl. Minute
1-10	\$0.1901	\$0.1188	\$0.0871	\$0.0369	\$0.0871	\$0.0475
11-22	\$0.2160	\$0.2138	\$0.1188	\$0.0713	\$0.1188	\$0.0792
23-55	\$0.2160	\$0.2138	\$0.1188	\$0.0713	\$0.1188	\$0.0792
56-124	\$0.2160	\$0.2138	\$0.1188	\$0.0713	\$0.1188	\$0.0792
125+	\$0.2160	\$0.2138	\$0.1188	\$0.0713	\$0.1188	\$0.0792

- (b) **Service Charges**  
Per Call: \$0.832

**3. InterLATA**

- (a) **Usage Charges**  
Rate Per Minute: \$0.257
- (b) **Service Charges**  
Per Call: \$0.832

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Issued By:

Jeffrey B. Haidinger, President  
12021 Sunset Hills Road, Suite 100  
Reston, VA 20190

OHn1002



**EXHIBIT B**

Proposed Revised Tariff Pages

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*This tariff, Ohio Tariff No. 3 filed by Global Tel\*Link Corporation cancels and replaces, in its entirety, the current tariff on file with the Commission, Ohio Tariff No. 2, issued by Global Tel\*Link Corporation.*

*This tariff is in compliance with Rule 4901:1-6, OAC*

Regulations and Rates  
of  
**Global Tel\*Link Corporation**

Institutional Telecommunications Services  
90-5632-CT-TRF

This tariff includes the rates, charges, terms and conditions of service for the provision of institutional operators services to End Users by Global Tel\*Link Corporation ("GTL") between locations within the State of Ohio. This tariff is available for public inspection during normal business hours at the main office of Global Tel\*Link Corporation ("GTL"), located at 12021 Sunset Hills Road, Suite 100, Reston, VA 20190

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12021 Sunset Hills Road, Suite 100  
Reston, VA 20190

OHn1104

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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.

<b>PAGE</b>	<b>REVISION</b>		<b>PAGE</b>	<b>REVISION</b>	
Title	Original	*	29	Original	*
1	Original	*	30	Original	*
2	Original	*	31	Original	*
3	Original	*	32	Original	*
4	Original	*	33	Original	*
5	Original	*	34	Original	*
6	Original	*	35	Original	*
7	Original	*	36	Original	*
8	Original	*	37	Original	*
9	Original	*			
10	Original	*			
11	Original	*			
12	Original	*			
13	Original	*			
14	Original	*			
15	Original	*			
16	Original	*			
17	Original	*			
18	Original	*			
19	Original	*			
20	Original	*			
21	Original	*			
22	Original	*			
23	Original	*			
24	Original	*			
25	Original	*			
26	Original	*			
27	Original	*			
28	Original	*			

\* - indicates those pages included with this filing.

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Reston, VA 20190

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**TABLE OF CONTENTS**

<b>Section</b>	<b>Page</b>
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	12

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Reston, VA 20190

OHn1104

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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.
- (D) - To signify a discontinued rate or regulation.
- (I) - To signify an increase in rate or charge.
- (L) - To signify material relocated from one page to another without change.
- (N) - To signify a new rate or regulation.
- (R) - To signify a reduced rate or charge.
- (T) - To signify a change or regulation but no change in rate or charge.
- (X) - To signify a correction or reissued matter.

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Reston, VA 20190

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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 Commission. 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 Commission, 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**

**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.

**Collect Billing** - 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.

**Commission** - The Public Utilities Commission of Ohio.

**Company** - Used throughout this tariff to refer to Global Tel\*Link Corporation, unless otherwise clearly indicated by the context.

**Correctional or Confinement Institutions** - Used throughout this tariff to refer to prisons, jails, penal facilities or other institutions used for penalty purposes which contract with the Company for the provision of service for use by their inmate population.

**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 inmates of correctional Institutions, the called party is the Customer and is responsible for payment of charges.

**Dollar Limit Account** – Called parties who subscribe to a local exchange carrier with whom GTL does not have a billing arrangement can arrange to be billed directly, with an initial account that permits the called party to accept collect calls every month up to a \$100 limit. Three full months of good credit enables the called party to increase the dollar limit of the account by \$50.00, up to a maximum of \$250.00.

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Reston, VA 20190

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

**GTL** - Used throughout this tariff to refer to Global Tel\* Link Corporation, the issuer of this tariff.

**Inmates** - The jailed population of correctional institutions who are authorized by the Institution to use such service. Responsibility for payment of Inmate charges requires positive acceptance by a Customer (i.e., billed to a third party) or prepayment by the Inmate.

**Institution** - Used throughout this tariff to refer to correctional institutions.

**Institutional Telephone** - A coinless telephone instrument that allows Inmates to place collect and prepaid calls at the instrument.

**LATA** - Local access and transport area. A geographic area established by the US District Court for the District of Columbia in Civil Action No. 82-0192.

**Pay Telephone** - A telephone instrument equipped with a credit card reader, coin box, or similar device that allows charges to be collected for each call at the instrument.

**Person to Person Call** - A service whereby the person originating the call specifies a particular person to be reached, or a particular station, room number, department, or office to be reached through a PBX attendant.

**Premises** - The physical space designated by the Customer for the termination of the Company's service.

**Station to Station Call** - A service whereby the Customer places a non-Person to Person call with the assistance of an operator (live or automated).

**Subscriber** - The correctional or confinement institutions to which Global provides the services specified in this tariff.

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Reston, VA 20190

OHn1104



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**SECTION 2 - RULES AND REGULATIONS****2.1 Undertaking of the Company**

Global Tel\* Link Corporation's services and facilities are furnished to correctional institutions in Ohio for communications originated by inmates of the institutions. GTL, through its call processing equipment, only provides automated collect, prepaid and debt inmate calling services. This tariff encompasses only those services provided between locations within the state of Ohio. 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 here in under for Inmates 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.

**2.2 Use of Service**

Services are provided under this tariff to correctional institutions and may be used by authorized inmates of institutions for any lawful purpose for which the service is technically suited, subject to such limitations or restrictions established by the Institution.

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Reston, VA 20190

OHn1104

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**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.
- 2.3.2** Service is provided only to correctional institutions for use by authorized inmates of the institutions 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 Inmate 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 on Institutions 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.

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Reston, VA 20190

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**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 Inmate 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 Customer and Inmate 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, 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 or Inmate; 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.

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.

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 Customer.

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.

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**SECTION 2 - RULES AND REGULATIONS, (CONT'D).****2.5 Installation and Termination**

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

**2.6 Payment for Service****2.6.1 Payment for Service**

The Customer is responsible for payment of all charges for services and equipment furnished to the Customer or Inmate by the Company. 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).

**2.6.2 Disputed Charges**

Charges billed directly by the Company are due upon receipt. Amounts not paid within 15 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 should be received orally or in writing by the Company as soon as possible.

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.

**2.6.3 Validation of Credit**

The Company reserves the right to validate the creditworthiness of Customers and billed parties through available verification procedures. 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 inmates of correctional facilities in accordance with facility-authorized programs. The Company may request that the correctional 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

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**SECTION 2 - RULES AND REGULATIONS, (CONT'D).****2.7 Refusal or Suspension by Company**

**2.7.1** The Company may suspend service to a Customer for nonpayment of undisputed charges or violation of this tariff or provision of law.

**2.7.2** The Company may also refuse or suspend service for other reasons. Such reasons include, but are not limited to:

- 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 purpose other than that described in this tariff.
- C.** For noncompliance with or violation of Commission regulation or the Company's rules and regulations on file with the Commission.
- D.** In the event of unauthorized or fraudulent use of service.

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

**2.8 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.

**2.9 Contracts**

Service is offered on a contractual basis to meet specialized requirements of correctional facilities. The terms of each contract shall be mutually agreed upon between the facility and the Company and may include discounts on rates contained herein, charges for specially designed non-telecommunications constructed services, or other customized features.

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**SECTION 3 - DESCRIPTION OF SERVICE AND RATES****3.1 General**

Global Tel\*Link Corporation provides automated operator assisted collect-only calling services for use by inmates of prisons, jails or other Correctional Institutions for communications originating and terminating within the State of Ohio. The Company's services are available twenty-four hours per day, seven days a week. Intrastate service is offered in conjunction with interstate service. Inmate access to the Company's services may be restricted by the administration of the Institution served.

Customers are charged individually for each call placed through the Company's network. Charges may vary by service offering, mileage band, class of call, time of day, day of week and/or call duration. Customers are billed based on their use of the Company's services and network. No installation charges apply.

**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** Timing of each call begins when the called station is answered (i.e. when two way communications are established.) Answer detection is based on standard industry answer detection methods, including hardware and software answer detection. For Collect Calls, charges apply only if the called party accepts the responsibility for payment. For Person to Person Calls, charges apply only if the calling party is connected with the designated called party or an agreed upon substitute.

**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 indicates that he/she was billed for an incomplete call, the Company will reasonably issue credit for the call.

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**SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)****3.3 Institutional Operator Assisted Calling**

Institutional operator assisted service allows inmates to place collect 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. 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 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 to inmates of institutions, the following special conditions apply:

1. Calls to "900", "976" or other pay-per-call and call-forwarding services are blocked or may be blocked by the Company.
2. 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).
3. At the request of the Institution, the Company may block inmate access to "911", "411", or local operators reached through "0-" dialing.
4. At the request of the Institution, the Company may block inmate access 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. Inmates 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 local and long distance calls placed using its services.
8. At the request of the institution, equipment may be provided which permits monitoring of inmate calls by legally authorized government officials.

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**SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)****3.4 Institutional Collect Operator Assisted Calling****3.4.1 Rates and Charges****A. Local**

Local operator assisted collect-only calls placed by inmates of institutions and other correctional facilities are billed as follows:

**1. Option A**

- |                                 |        |
|---------------------------------|--------|
| <b>a. Usage Charge</b>          |        |
| Local Message Charge, Per Call: | \$0.50 |
| <b>b. Service Charge</b>        |        |
| Local Station to Station:       | \$2.75 |

**2. Option B**

- |                           |        |
|---------------------------|--------|
| <b>a. Usage Charge</b>    |        |
| Rate Per Minute:          | \$0.36 |
| <b>b. Service Charge</b>  |        |
| Local Station to Station: | \$2.75 |

**3. Option C**

- |                           |        |
|---------------------------|--------|
| <b>a. Usage Charge</b>    |        |
| Rate Per Minute:          | \$0.00 |
| <b>b. Service Charge</b>  |        |
| Local Station to Station: | \$1.75 |

**4. Option D**

- |                           |        |
|---------------------------|--------|
| <b>a. Usage Charge</b>    |        |
| Rate Per Minute:          | \$0.00 |
| <b>b. Service Charge</b>  |        |
| Local Station to Station: | \$1.14 |

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**SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)****3.4 Institutional Collect Operator Assisted Calling, (Cont'd.)****3.4.1 Rates and Charges, (Cont'd.)****A. Local, (Cont'd.)****5. Option E**

- |                           |        |
|---------------------------|--------|
| <b>a. Usage Charge</b>    |        |
| Rate Per Minute:          | \$0.25 |
| <b>b. Service Charge</b>  |        |
| Local Station to Station: | \$2.75 |

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**SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)****3.4 Institutional Collect Operator Assisted Calling, (Cont'd.)****3.4.1 Rates and Charges, (Cont'd.)****B. IntraLATA****1. Option A****a. Usage Charges**

Service is billed in one (1) minute increments following an initial one (1) minute billing period.

Prison Collect Per Minute: \$0.36

**b. Service Charges**

Operator Station Collect Service Charge: \$2.75

**2. Option B****a. Usage Charges**

	Day		Evening		Night/Weekend	
Mileage Band	Initial Minute	Addl. Minute	Initial Minute	Addl. Minute	Initial Minute	Addl. Minute
1-10	\$0.25	\$0.16	\$0.12	\$0.06	\$0.12	\$0.06
11-22	\$0.28	\$0.16	\$0.16	\$0.10	\$0.16	\$0.10
23-55	\$0.28	\$0.20	\$0.16	\$0.10	\$0.16	\$0.10
56-124	\$0.28	\$0.20	\$0.16	\$0.10	\$0.16	\$0.10
125+	\$0.28	\$0.20	\$0.16	\$0.10	\$0.16	\$0.10

**b. Service Charges**

Operator Station Collect Service Charge: \$1.75

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**SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)****3.4 Institutional Collect Operator Assisted Calling, (Cont'd.)****3.4.1 Rates and Charges, (Cont'd.)****B. IntraLATA, (Cont'd.)****3. Option C****a. Usage Charges**

	Day		Evening		Night/Weekend	
Mileage Band	Initial Minute	Addl. Minute	Initial Minute	Addl. Minute	Initial Minute	Addl. Minute
1-10	\$0.2376	\$0.1485	\$0.1089	\$0.0495	\$0.1089	\$0.0594
11-22	\$0.2673	\$0.1485	\$0.1485	\$0.0891	\$0.1485	\$0.0990
23-55	\$0.2673	\$0.1881	\$0.1485	\$0.0891	\$0.1485	\$0.0990
56-124	\$0.2673	\$0.1881	\$0.1485	\$0.0891	\$0.1485	\$0.0990
125+	\$0.2673	\$0.1881	\$0.1485	\$0.0891	\$0.1485	\$0.0990

**b. Service Charges**

Per Call: \$1.04

**4. Option D****a. Usage Charges**

Prison Collect Per Minute: \$0.25

**b. Service Charges**

Operator Station Collect Service Charge: \$2.75

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**SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)****3.4 Institutional Collect Operator Assisted Calling, (Cont'd.)****3.4.1 Rates and Charges, (Cont'd.)****C. InterLATA****1. Option A****a. Usage Charges**

Service is billed in one (1) minute increments following an initial one (1) minute billing period.

Prison Collect Per Minute: \$0.36

**b. Service Charges**

Operator Station Collect Service Charge: \$2.75

**2. Option B****a. Usage Charges**

Prison Collect Per Minute: \$0.35

**b. Service Charges**

Operator Station Collect Service Charge: \$2.75

**3. Option C****a. Usage Charges**

Prison Collect Per Minute: \$0.322

**b. Service Charges**

Operator Station Collect Service Charge: \$1.04

**4. Option D****a. Usage Charges**

Prison Collect Per Minute: \$0.25

**b. Service Charges**

Operator Station Collect Service Charge: \$2.75

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**SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)****3.5 Advance Pay 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 Advance Pay Account with the Called Party (Customer) for payment of collect calls placed from institutions served by Global Tel\*Link. Funds in the Customer's Advance Pay account may only be used for payment of collect calls placed by inmates to telephone numbers specified by the Customer. Establishment and maintenance of an Advance Pay Account is 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.

The minimum amount required to set up the Advance Pay Account is \$25.00. Upon request, and after the required minimum payment is received, 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 inmate may call.

Additional payments will be accepted with a \$50.00 payment maximum. Initial and additional payments 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 payments will be subject to applicable taxes.

When an inmate 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 contact the Company's toll-free customer service number for account balance information at any time.

If the Advance Pay Account balance becomes depleted, calls placed to the numbers specified by the Customer will be blocked until the Advance Pay Account is replenished.

The Customer may close the Advance Pay Account at any time. At the written request of the Customer (usually upon release of an inmate from an institution), any remaining balance in the Account will be refunded to the Customer after deducting any call charges, applicable taxes and transaction fees incurred during the current billing cycle. Advance Pay Accounts will be automatically dissolved following three months of zero activity (i.e., no calls placed, no account replenishment, no customer service inquiries.)

All security measures and inmate calling restrictions as set forth elsewhere in this tariff are also applicable for any calls made using an Advance Pay Account.

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**SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)****3.5 Advance Pay Accounts, (Cont'd.)****3.5.1 Rates and Charges**

- A. **Option 1** - Advance Pay Customers' rates and charges are the same as those set forth in the Company's institutional collect call rate schedules.
- B. **Option 2** - Rates and charges for Advance Pay Accounts are provided at a discount, per the request of correctional facility.
- C. **Option 3**

**1. Local**

- (a) **Usage Charge**  
Rate Per Minute: \$0.00
- (b) **Service Charge**  
Per Call: \$0.911

**2. IntraLATA****(a) Usage Charges**

	Day		Evening		Night/Weekend	
Mileage Band	Initial Minute	Addl. Minute	Initial Minute	Addl. Minute	Initial Minute	Addl. Minute
1-10	\$0.1901	\$0.1188	\$0.0871	\$0.0369	\$0.0871	\$0.0475
11-22	\$0.2160	\$0.2138	\$0.1188	\$0.0713	\$0.1188	\$0.0792
23-55	\$0.2160	\$0.2138	\$0.1188	\$0.0713	\$0.1188	\$0.0792
56-124	\$0.2160	\$0.2138	\$0.1188	\$0.0713	\$0.1188	\$0.0792
125+	\$0.2160	\$0.2138	\$0.1188	\$0.0713	\$0.1188	\$0.0792

- (b) **Service Charges**  
Per Call: \$0.832

**3. InterLATA**

- (a) **Usage Charges**  
Rate Per Minute: \$0.257
- (b) **Service Charges**  
Per Call: \$0.832

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**SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)****3.6 Institutional Prepaid Operator Assisted Calling****3.6.1 Prepaid Debit Accounts**

With a Prepaid Debit Account, each inmate has the option to transfer funds from his/her personal account to his/her telephone account. This is accomplished by facility personnel or through a direct interface between the commissary system and/or booking account 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 prepaid/debit. Once debit is selected, the inmate 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., JMS, facility, commissary, etc. The Company receives payment from the Institution; it does not engage in direct monetary transactions with the inmate.

The Company's system automatically informs the caller of the Available Usage Balance remaining in the Prepaid Debit 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 on a real time basis as the call progresses.

Payment for Prepaid Institutional Calling Services and any Available Usage in the Prepaid Debit Account is refundable upon request, after release of the inmate from the Confinement Institution. The Available Usage Balance expires three months from the date of the last activity on the Prepaid account. No refunds of unused balances will be issued after the expiration date.

**3.6.2 Rates and Charges**

- A. Option 1** - Rates and charges for Prepaid Debit Accounts are the same as those set forth in the Company's institutional collect call rate schedules.
- B. Option 2** - Rates and charges for Prepaid Debit Accounts are provided at a discount, per request of correctional facility.

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**SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)****3.6 Institutional Prepaid Operator Assisted Calling****3.6.2 Rates and Charges, (Cont'd.)****C. Option 3****1. Local**

- (a) **Usage Charge**  
Rate Per Minute: \$0.00
- (b) **Service Charge**  
Per Call: \$0.911

**2. IntraLATA****(a) Usage Charges**

	<b>Day</b>		<b>Evening</b>		<b>Night/Weekend</b>	
<b>Mileage Band</b>	<b>Initial Minute</b>	<b>Addl. Minute</b>	<b>Initial Minute</b>	<b>Addl. Minute</b>	<b>Initial Minute</b>	<b>Addl. Minute</b>
1-10	\$0.1901	\$0.1188	\$0.0871	\$0.0369	\$0.0871	\$0.0475
11-22	\$0.2160	\$0.2138	\$0.1188	\$0.0713	\$0.1188	\$0.0792
23-55	\$0.2160	\$0.2138	\$0.1188	\$0.0713	\$0.1188	\$0.0792
56-124	\$0.2160	\$0.2138	\$0.1188	\$0.0713	\$0.1188	\$0.0792
125+	\$0.2160	\$0.2138	\$0.1188	\$0.0713	\$0.1188	\$0.0792

- (b) **Service Charges**  
Per Call: \$0.832

**3. InterLATA**

- (a) **Usage Charges**  
Rate Per Minute: \$0.257
- (b) **Service Charges**  
Per Call: \$0.832

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**SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)****3.7 Confinement Services – State Department of Corrections****3.7.1 Maximum Security Collect Service**

Maximum Security Collect Service are collect calls placed from certain authorized institutional telephones presubscribed to the Company and completed to Customers who have previously agreed to accept these calls. Service under the Maximum Security Collect Customer Account offering is offered pursuant to contracts with authorized confinement institutions.

If the Customer's telecommunications payments to the Company are past due or if the Customer's telecommunications payment history is unknown or indeterminable, the Customer may be required to provide (i) a valid major credit card account number from an issuer acceptable to the Company and authorization for the Company to charge usage to this credit card account; or (ii) an agreement that the Customer's usage of the Company network and services will be subject to limits to be determined by the Company. Prior to the Customer's compliance with this request, the Company reserves the right to block calls. The Company may request subsequent additional pre- invoice payments for usage and may increase or decrease usage limits or offer a prepaid option, as it deems appropriate.

Amounts not paid within 21 days of the direct billed invoice date will be considered past due. If an invoice is past due, the Company may require the Customer to prepay for all future usage. If the Company becomes concerned about the Customer's ability to pay for services that have become past due, the Company may require that the Customer pay all charges within a specified number of days and/or that the Customer make such payments in cash or the equivalent of cash.

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**SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)****3.7 Confinement Services – State Department of Corrections, (Cont'd.)****3.7.1 Maximum Security Collect Service, (Cont'd.)****A. Non-Billable Local Exchange Company Program**

Maximum Security Collect Service, which is provided subject to billing availability, is Operator Station Collect or Person-to-Person Collect calls placed from certain authorized institutional telephones presubscribed to the Company and completed to Customers who have previously agreed to accept these calls and have pre-established Company accounts for the service. Service under the Maximum Security Collect Customer Account offering is offered pursuant to contracts with authorized confinement institutions.

	<b>Maximum Surcharge</b>
Station-to-Station	\$2.50

Maximum Security Collect Customer Accounts are Dollar Limit accounts that apply to called parties whose local provider does not have a billing and collection agreement with the Company. Customers who do not have established direct remit accounts with the Company, by which the Customer is billed directly, and directly remits to, the Company or its agent, and/or for whom the serving Local Exchange Carrier will not bill and collect charges for the service on behalf of the Company must pre-establish Maximum Security Collect Customer accounts for the service under the following provisions:

**1. Customer Dollar Limit Account Provisions**

- a) Customer will be notified via a voice response unit, via three call attempts, to call into the Company within two business days concerning billing changes on their calls received from correctional facilities. A Customer that does not call into the Company to enroll in the Non-Billable Local Exchange Company Program within two business days will be blocked from receiving Maximum Security Collect Service until the Customer enrolls in the direct bill program.

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**SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)****3.7 Confinement Services – State Department of Corrections, (Cont'd.)****3.7.1 Maximum Security Collect Service, (Cont'd.)****A. Non-Billable Local Exchange Company Program, (Cont'd.)****1. Customer Dollar Account Provisions, (Cont'd.)**

- b) A Customer will be directly billed by the Company with calling allowed up to the selected stet limit. The Customer will have the ability to make multiple payments during a month so as to reduce his balance below his selected balance limit. The Customer may choose the balance limit by paying a one-time prepayment based on the table below. The Customer's prepayment will be automatically applied as usage occurs. For higher balance limits, the Customer can make special arrangements with the Company.

<b>Balance</b>	<b>Prepayment</b>
\$100	\$0
\$150	\$50
\$200	\$100
\$250	\$150

- c) The Customer must provide a verifiable telephone number and associated billing name and billing address. Otherwise, their telephone number will be subject to blocking.
- d) At the time of account establishment, the Customer may be required to provide the Company a copy of his or her most recent telephone bill. The Company reserves the right to deny service if the associated telephone number and billing name and billing address on the telephone bill do not match the information provided by the Customer, or if the bill reflects that the Customer has not paid in full for telephone services.
- e) At the time of account establishment, the Customer will be allowed to accept a predetermined balance limit. When the balance limit is exceeded, the telephone number will be blocked from receiving Maximum Security Collect Service calls until a payment is made.
- f) After account establishment, the Customer will receive a letter explaining the program in detail.
- g) Payments may be made multiple times within a month to reset the balance limit. This allows Customers to receive unlimited calls in a month as long as a payment is made when the balance limit has been reached.

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**SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)****3.7 Confinement Services – State Department of Corrections, (Cont'd.)****3.7.1 Maximum Security Collect Service, (Cont'd.)****A. Non-Billable Local Exchange Company Program, (Cont'd.)****1. Customer Dollar Account Provisions, (Cont'd.)**

- h) At the beginning of each day the account balance will be analyzed and, if applicable, a voice response unit will send a message to the Customer warning that their balance limit is within \$25 of being reached. A second voice response unit will send another message to the Customer explaining that the balance limit has been reached and their telephone number is now blocked.
- i) Payments may be made via a credit card by calling the Company, or via a check/money order using a remittance slip that is furnished to the Customer each month. Additional remittance slips are available upon request.
- j) Upon Customer request to the Company following three discreet consecutive months of direct billed proven good payment history for the billable Local Exchange Company Program, the Customer may request that the Company increase the Customer's balance limit by \$50. Customer must be in good standing as well with any other Company service.
- k) The Customer will receive monthly invoices for the service based upon the Company's monthly billing periods.
- l) Attorneys who have identified themselves to the Company can establish a balance of 150% of their average balance of their last three months of usage for inmate collect calls from an Ohio correctional facility, which is managed by the Company.
- m) Anyone who has received, on the same phone number, fifteen (15) months of usage of inmate collect calls from an Ohio correctional facility, which is managed by the Company, can establish a balance of 150% of their average balance for the last three months.
- n) Regardless of payment timing or invoicing method, all Maximum intraLATA and interLATA calls in this offering are rated as set forth in Section 3.7.1 of this tariff.
- o) Account will be automatically dissolved following three months of zero activity (i.e., no calls placed, no account replenishment, no customer service inquiries.)

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**SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)****3.7 Confinement Services – State Department of Corrections, (Cont'd.)****3.7.1 Maximum Security Collect Service, (Cont'd.)****B. Billable Local Exchange Company Program**

Maximum Security Collect Service Customers whose local provider does have a billing and collection agreement with the Company and who bill less than a volume of \$50.00 a month may be billed via their local exchange carrier.

Maximum Security Collect Service Customers whose local provider does have a billing and collection agreement with the Company and who bill in excess of a volume of \$50 in Maximum Security Collect Services in any month may be required to be direct billed with certain restrictions.

**1. Maximum Security Collect Customer Account Provisions -Direct Billing Arrangement**

- a) A Customer will be notified via a voice response unit, via three call attempts, to call into the Company within two business days concerning billing changes on their calls received from correctional facilities. A Customer that does not call into the Company to enroll in the Billable Local Exchange Company Program within two business days will be blocked from receiving Maximum Security Collect Service until the Customer enrolls in the direct bill program.
- b) A Customer will be directly billed by the Company with calling allowed up to the selected balance limit. The Customer will have the ability to make multiple payments during a month so as to reduce his balance below his selected balance limit. The Customer may choose the balance limit by paying a one-time prepayment based on the table below. The Customer's prepayment will be automatically applied as usage is incurred. For higher balance limits, the Customer can make special arrangements with the Company.

<b>Balance</b>	<b>Prepayment</b>
\$100	\$0
\$150	\$50
\$200	\$100
\$250	\$150

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OHn1104

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**SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)****3.7 Confinement Services – State Department of Corrections, (Cont'd.)****3.7.1 Maximum Security Collect Service, (Cont'd.)****B. Billable Local Exchange Company Program, (Cont'd.)****1. Maximum Security Collect Customer Account Provisions -Direct Billing Arrangement, (Cont'd.)**

- c) The Customer must provide a verifiable telephone number and associated billing name and billing address. Otherwise, their telephone number will be subject to blocking.
- d) At the time of account establishment, the Customer may be required to provide the Company a copy of his or her most recent telephone bill. The Company reserves the right to deny service if the associated telephone number and billing name and billing address on the telephone bill do not match the information provided by the Customer, or if the bill reflects that the Customer has not paid in full for telephone services.
- e) At the time of account establishment, the Customer will be allowed to accept a predetermined balance limit. When the balance limit is exceeded, the telephone number will be blocked from receiving Maximum Security Collect Service calls until a payment is made.
- f) After account establishment, the Customer will receive a letter explaining the program in detail.
- g) Payments may be made multiple times within a month to reset the balance limit. This allows Customers to receive unlimited calls in a month as long as a payment is made when the balance limit has been reached.

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**SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)****3.7 Confinement Services – State Department of Corrections, (Cont'd.)****3.7.1 Maximum Security Collect Service, (Cont'd.)****B. Billable Local Exchange Company Program, (Cont'd.)****1. Maximum Security Collect Customer Account Provisions -Direct Billing Arrangement, (Cont'd.)**

- h) At the beginning of each day the account balance will be analyzed and, if applicable, a voice response unit will send a message to the Customer warning that their balance limit is within \$25 of being reached. A second voice response unit will send another message to the Customer explaining that the balance limit has been reached and their telephone number is now blocked.
- i) Payments may be made via a credit card by calling the Company, or via a check/money order using a remittance slip that is furnished to the Customer each month. Additional remittance slips are available upon request.
- j) Upon Customer request to the Company following three discreet consecutive months of direct billed proven good payment history for the billable Local Exchange Company Program, the Customer may request that the Company increase the Customer's balance limit by \$50. Customer must be in good standing as well with any other Company service.
- k) The Customer will receive monthly invoices for the service based upon the Company's monthly billing periods.

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**SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)****3.7 Confinement Services – State Department of Corrections, (Cont'd.)****3.7.1 Maximum Security Collect Service, (Cont'd.)****B. Billable Local Exchange Company Program, (Cont'd.)****1. Maximum Security Collect Customer Account Provisions –Direct Billing Arrangement, (Cont'd.)**

- l) Attorneys who have identified themselves to the Company can establish a balance of 150% of their average balance of their last three months of usage for inmate collect calls from an Ohio correctional facility, which is managed by the Company.
- m) Anyone who has received, on the same phone number, fifteen (15) months of usage of inmate collect calls from an Ohio correctional facility, which is managed by the Company, can establish a balance of 150% of their average balance for the last three months.
- n) Regardless of payment timing or invoicing method, all Maximum intraLATA and interLATA calls in this offering are rated as set forth in Section 3.7.1 of this tariff.
- o) Account will be automatically dissolved following three months of zero activity (i.e., no calls placed, no account replenishment, no customer service inquiries.)

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**SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)****3.7 Confinement Services – State Department of Corrections, (Cont'd.)****3.7.1 Maximum Security Collect Service, (Cont'd.)****B. Billable Local Exchange Company Program, (Cont'd.)****2. Establishment of Call Volume**

The Company reserves the right to validate previous payment history of Customers through available verification procedures and to establish a maximum predetermined volume amount. Where a requested billing method cannot be validated, the Company may require a prepaid option such as Global Prepaid Collect Service set forth in Section 3.5.1C following.

**3. Restrictions on the Use of Service**

The Company may, without notice (consistent with governing laws or regulations), block traffic to or from specific countries, country codes, cities, city codes, local telephone exchanges (NXX exchanges), individual telephone stations, groups or ranges of individual telephone stations, or whenever the Company deems it necessary to take such action to prevent (1) the unlawful use of service; (2) nonpayment for service; (3) the use of service in violation of this Agreement; or (4) network blockage or the degradation of service furnished to the Customer or other Customers.

The Company may discontinue the furnishing of any and/or all service(s) to a Customer, without incurring any liability, immediately and without notice if the Company, in its sole discretion, that such action is necessary to prevent or to protect against fraud or to otherwise protect its personnel, agents, facilities or services. The Company may discontinue service pursuant to this subsection if:

- a) The Customer refuses to furnish information to the Company regarding the Customer's payment history, its past or current use of services, or its planned use of service(s);
- b) The Customer provided false information to the Company regarding the Customer's identity or address. Or, did not validate the Customer's identity or address as requested by the Company. Or, did not update Customer's address or identity on a change that the Customer incurred; or
- c) The Customer states that he/she will not comply with a request of the Company for past due payments or prepayments.

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**SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)****3.7 Confinement Services – State Department of Corrections, (Cont'd.)****3.7.1 Maximum Security Collect Service, (Cont'd.)****C. GLOBAL Prepaid Collect Service**

The Company is offering to Customers of certain GLOBAL managed correctional facilities a Discounted Prepaid Collect Service.

A domestic United States Customer, who receives calls from a GLOBAL managed correctional facility that has this feature, can opt to setup a Discounted Prepaid Collect account with the Company in order to receive discounted prepaid collect calls. The discount will only apply to calls that were received and accepted as a "prepaid" call. Prepaid calls will only be allowed if sufficient funds are available in the prepaid account at the time the call is placed. If sufficient funds are not available at the time the call is placed, the call will be offered as a collect call instead of a prepaid call.

**1. Opening a Prepaid Account**

To setup a Prepaid Collect account, contact the Company at its toll-free customer service number.

At the time of account establishment, the customer must provide the Company with the Customer's telephone number and associated billing name and billing address in order to setup a prepaid account. The Customer must provide the Company a copy of his or her most recent local exchange telephone bill. The Company reserves the right to deny service if the associated telephone number and billing name and billing address on the telephone bill do not match the information provided by the customer, or if the bill reflects that the Customer has not paid in full for telephone services.

**2. Announcement**

All incoming calls will be announced as either a prepaid call (which will be at discounted rates) or as a collect call (which will be at undiscounted rates). The customer has the ability to accept the call (with charges) or deny the call (without any charges).

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**SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)****3.7 Confinement Services – State Department of Corrections, (Cont'd.)****3.7.1 Maximum Security Collect Service, (Cont'd.)****C. GLOBAL Prepaid Collect Service, (Cont'd.)****3. Prepayments**

Prepayments can be made in increments of \$5, with a \$25 minimum. The Company accepts credit cards, checks, or money orders in order to fund the prepaid accounts. These prepaid funds are not considered a deposit.

The prepaid account balance must have a minimum amount for a one-minute call left in the prepaid account in order for the call to be placed as prepaid; otherwise, the customer will receive the call, and be billed for the call, as an undiscounted collect call.

**4. Duration**

The duration of the prepaid call may not exceed the maximum duration allowed by the correctional facility. In addition, the duration may be less than the maximum duration allowed by the correctional facility depending upon the amount of funds in the prepaid account. There must be a minimum of one minute of prepaid funds in the account in order for the call to be placed as prepaid; otherwise, the customer will receive the call, but be billed for the call as an undiscounted collect call.

**5. Closing a Prepaid Account**

To close a Prepaid Collect Service account, contact the Company's Toll free Customer Service number. Outstanding prepaid funds will be refunded after the account has been closed.

A Prepaid accounts will be automatically dissolved following three months of zero activity (i.e., no calls placed, no account replenishment, no customer service inquiries,) and any remaining funds will be refunded to the address on record.

**6. GLOBAL Prepaid Collect Service Charge**

	<b>Maximum Surcharge</b>
Surcharge per charge:	\$2.00

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**SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)****3.7 Confinement Services – State Department of Corrections, (Cont'd.)****3.7.1 Maximum Security Collect Service, (Cont'd.)****D. Rates and Charges****1. Time of Day Periods**

The following Time of Day periods apply to all Maximum Security Collect Service calls.

Day:	8:00am – 4:59pm	
Evening:	5:00pm – 10:59pm	
Night/Weekend	Monday-Friday	11:00pm – 7:59am
	Saturday-Sunday	12:00am – 11:59pm

**2. Non-Billable Local Exchange Company Program**

The minimum one-time prepayment required is \$20 to activate a directly billed account.

**a. Option 1**

Local Call – Station-to-Station Collect Calling \$1.15 per call

IntraLATA Per Call Surcharge \$1.05

**Usage Charges**

Mileage Band	Day		Evening		Nights/Weekend	
	1st Min	Addl Min	1st Min	Addl Min	1st Min	Addl Min
0-10	\$0.2400	\$0.1500	\$0.1100	\$0.0500	\$0.1100	\$0.0600
11-22	\$0.2700	\$0.1500	\$0.1500	\$0.0900	\$0.1500	\$0.1000
23+	\$0.2700	\$0.1900	\$0.1500	\$0.0900	\$0.1500	\$0.1000

InterLATA Per Call Surcharge \$1.05

Usage Charges, per minute \$0.3250

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**SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)****3.7 Confinement Services – State Department of Corrections, (Cont'd.)****3.7.1 Maximum Security Collect Service, (Cont'd.)****D. Rates and Charges, (Cont'd)****2. Non-Billable Local Exchange Company Program****b. Option 2 (Effective August 1, 2007)**

Local Call – Station-to-Station Collect Calling	\$1.25 per call
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IntraLATA Calling	
Per Call Surcharge	\$1.10
Usage Charges, per minute	\$0.1250

InterLATA Calling	
Per Call Surcharge	\$1.10
Usage Charges, per minute	\$0.3400

**3. Billable Local Exchange Company Program****a. Option 1**

Local Call – Station-to-Station Collect Calling	\$1.15 per call
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IntraLATA Per Call Surcharge	\$1.05
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**Usage Charges**

Mileage Band	DAY		EVENING		NIGHTS/WEEKENDS	
	1st Min	Addl Min	1st Min	Addl Min	1st Min	Addl Min
0-10	\$0.2400	\$0.1500	\$0.1100	\$0.0500	\$0.1100	\$0.0600
11-22	\$0.2700	\$0.1500	\$0.1500	\$0.0900	\$0.1500	\$0.1000
23+	\$0.2700	\$0.1900	\$0.1500	\$0.0900	\$0.1500	\$0.1000
InterLATA Per Call Surcharge					\$1.05	
Usage Charges, per minute					\$0.3250	

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**SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)****3.7 Confinement Services – State Department of Corrections, (Cont'd.)****3.7.1 Maximum Security Collect Service, (Cont'd.)****D. Rates and Charges, (Cont'd)****3. Billable Local Exchange Company Program, (Cont'd)****b. Option 2 (Effective August 1, 2007)**

Local Call – Station-to-Station Collect Calling	\$1.25 per call
IntraLATA Calling	
Per Call Surcharge	\$1.10
Usage Charges, per minute	\$0.1250
InterLATA Calling	
Per Call Surcharge	\$1.10
Usage Charges, per minute	\$0.3400

**4. Global Prepaid Collect Service****a. Option 1**

Local Call - Station-to-Station Collect Calling	\$0.92 per call
IntraLATA Per Call Surcharge	\$0.84

**IntraLATA Usage Charges**

Mileage Band	Day		Evening		Nights/Weekend	
	1st Min	Addl Min	1st Min	Addl Min	1st Min	Addl Min
0-10	\$0.1920	\$0.1200	\$0.0880	\$0.0400	\$0.0880	\$0.0480
11-22	\$0.2160	\$0.1200	\$0.1200	\$0.0720	\$0.1200	\$0.0800
23+	\$0.2160	\$0.1520	\$0.1200	\$0.0720	\$0.1200	\$0.0800
InterLATA Per Call Surcharge						\$0.84
Usage Charges, per minute						\$0.2600

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**SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)****3.7 Confinement Services – State Department of Corrections, (Cont'd.)****3.7.1 Maximum Security Collect Service, (Cont'd.)****D. Rates and Charges, (Cont'd)****4. Global Prepaid Collect Service, (Cont'd)****b. Option 2 (Effective August 1, 2007)**

Local Call – Station-to-Station Collect Calling	\$1.00 per call
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IntraLATA Calling	
Per Call Surcharge	\$0.88
Usage Charges, per minute	\$0.1000

InterLATA Calling	
Per Call Surcharge	\$0.88
Usage Charges, per minute	\$0.2700

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**EXHIBIT C**  
Summary of Changes

Global Tel\*Link Corporation is an IOS provider. All references to services other than those of IOS have been deleted and text changes have been made to the remaining IOS.

IOS rates terms and conditions remain tariffed.



**EXHIBIT D**

Customer Notice of Detariffing

Not applicable.

As an IOS provider, Global Tel\*Link Corporation does not have presubscribed customers.

**EXHIBIT E**

Affidavit

Not Applicable  
Please see Exhibit D

**This foregoing document was electronically filed with the Public Utilities**

**Commission of Ohio Docketing Information System on**

**9/1/2011 1:44:49 PM**

**in**

**Case No(s). 11-4922-TP-ATA**

Summary: Application to detariff electronically filed by Laura McGrath on behalf of Global Tel\*  
Link Corporation