

OKLAHOMA
INSTITUTIONAL SERVICES TELECOMMUNICATIONS PRICE GUIDE
OF

Correct Solutions, LLC
182 Bastille Lane
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This price guide contains the descriptions, regulations, and rates applicable to the provision of intrastate automated operator assisted calling services for inmates and other incarcerated persons in Correctional or Confinement Institutions, by Correct Solutions, LLC ("Correct Solutions") within the State of Oklahoma.

Effective: March 2, 2020

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CHECK SHEET

Pages listed below are inclusive of this price guide are effective as of the date shown at the bottom of the respective page(s). Original and revised pages as named below comprise all changes from the original price guide and are currently in effect as of the date on the bottom of this page.

PAGE	REVISION		PAGE	REVISION	
Title	Original	*	20	Original	*
1	Original	*	21	Original	*
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EXPLANATION OF SYMBOLS

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

- (AT) - means Addition to Text;
- (C) - means Correction;
- (CP) - means Change in Practice;
- (CR) - means Change in Rate;
- (CT) - means Change in Text;
- (DR) - means Discontinued Rate;
- (FC) - means Change in Format;
- (MT) - means Moved Text;
- (NR) - means New Rate;
- (RT) - means Removal of Text.

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PRICE GUIDE FORMAT

- A. Page Numbering** - Page numbers appear in the upper right corner of the page. Pages are numbered sequentially. However, new pages are occasionally added to the price guide. 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. For example, the 4th revised Page 14 cancels the 3rd revised Page 14. Because of various suspension periods, deferrals, etc., the most current page number on file with the Commission is not always the price guide page in effect. 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 price guide filing is made with the Commission, an updated Check Sheet accompanies the price guide filing. The Check Sheet lists the pages contained in the price guide, with a cross-reference to the current revision number. When new pages are added, the Check Sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (*). There will be no other symbols used on this page if these are the only changes made to it (i.e., the format, etc. remain the same, just revised revision levels on some pages). The price guide user should refer to the latest Check Sheet to find out if a particular page is the most current.

APPLICABILITY OF PRICE GUIDE

This price guide contains the regulations and rates applicable to the provision of intrastate automated operator assisted services by Correct Solutions, LLC for use by inmates and other incarcerated persons in confinement institutions within the State of Oklahoma.

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ACCESSIBILITY OF PRICE GUIDE

This price guide is on file with the Oklahoma Corporation Commission. Additionally, copies may be inspected during normal business hours at Correct Solutions, LLC's principal place of business:

Correct Solutions, LLC
182 Bastille Lane
Ruston, LA 71270

Upon request, copies of this price guide may be obtained from the Company at no charge by contacting the Company at (866) 367-9228.

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SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

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

Automated Collect Call - Calls billed to the called party that are completed through an automated call processing system. The automated system prompts the call originator and called party. The called party must accept charges for the call and is responsible for payment.

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

Company or Carrier - Correct Solutions, LLC, unless otherwise clearly indicated by the context.

Commission - The Oklahoma Corporation Commission.

Correct Solutions - Used throughout this price guide to mean Correct Solutions, LLC.

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

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

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

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

LEC - Local Exchange Company.

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

Subscriber - The correctional institution which contracts for the Company's service. The Subscriber enters into an agreement with the Company for the provision of automated operator assisted telecommunications services for use by inmates or other incarcerated persons.

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SECTION 2 - RULES AND REGULATIONS**2.1 Undertaking of Correct Solutions, LLC**

The Company's services and facilities are furnished for communications originating at correctional or confinement institutions within Oklahoma and terminating in Oklahoma. The terms of this price guide apply to the Company's intrastate calls.

The Company provides for the installation, operation, and maintenance of the communications services provided herein in accordance with the terms and conditions set forth under this price guide.

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

2.2 Limitations

2.2.1 The Company provides calling services to inmates and other incarcerated persons in Confinement/Correctional Institutions.

2.2.2 Service is offered subject to the availability of the necessary facilities or equipment, and subject to the provisions of this price guide.

2.2.3 The Company reserves the right to suspend or limit service when necessitated by conditions beyond its control, or when the Customer is using service in violation of provisions of this price guide, or in violation of the law.

2.2.4 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.

2.2.5 All facilities provided under this price guide are directly or indirectly controlled by the Company and the Subscriber may not transfer or assign the use of service or facilities without the express written consent of the Company.

2.2.6 Service may otherwise be limited at the request of the institution's administration or by rules of the Commission to decrease fraud and maintain security and control over the inmate population.

Effective: March 2, 2020

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

Services provided under this price guide may be used for any lawful purpose for which the service is technically suited, limited to the provisions of this price guide.

2.4 Liabilities of the Company

2.4.1 The Company shall not be liable for claim or loss, expense or damage (including indirect, special or consequential damage), for any interruption, delay, error, omission, or defect in any service, facility (including services and facilities involved in emergency calling activity) transmission provided under this price guide, if caused by any person or entity other than the Company, by any malfunction of any service or facility provided by any other carrier, by an act of God, fire, war, civil disturbance, or act of government, or by any other cause beyond the Company's direct control.

2.4.2 The Company's liability for damages arising out of mistakes, interruptions, omissions, delays, errors or defects in transmission which occur in the course of furnishing service(s) or facilities in no event shall exceed an amount equivalent to the proportionate charge to the Customer for the period during which the faults in transmission occur.

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

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**2.5 Deposits and Advance Payments**

The Company does not require deposits or advance payments.

2.6 Terminal Equipment

Company-provided facilities and service may be used with or terminated in Company provided terminal equipment or communications systems. Such terminal equipment shall be furnished and maintained under contract between the Company and the Subscriber. When such terminal equipment is used, the equipment shall comply with the generally accepted minimum protective criteria standards of the telecommunications industry as endorsed by the Federal Communications Commission.

2.7 Taxes

Unless otherwise specified, all state and local taxes (e.g. sales tax, municipal utilities tax) are applied in addition to the quoted rates.

2.8 Billing and Payment for Service**2.8.1 Payment for Service**

The Customer is responsible for payment of all charges for services furnished to the Customer or to an end user acting as the Customer. 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).

2.8.2 [Reserved for Future Use]

Effective: March 2, 2020

SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**2.8 Billing and Payment for Service, (Cont'd.)****2.8.3 Disputed Charges**

Collect calls are billed via the called party's local exchange carrier. Adjustments to the Customer's bills shall be made to the extent that circumstances exist which reasonably indicate that such changes are appropriate. In the event of a dispute, the Company will make such investigation as required by the particular case. The Company will suspend billing on disputed amounts until such investigation is complete. The Company will report the results of the investigation to the Customer; and in the event the dispute is not resolved, the Company will inform the Customer that the end user may utilize the complaint procedures of the Commission's Consumer Services Division at:

Oklahoma Corporation Commission
Consumer Services Division
P.O. Box 52000-2000
Oklahoma City, OK 73152-2000
Telephone: (405) 521-2331
Toll Free: (800) 522-8154

When a complaint has been made with the Commission's Consumer Services Division, the Company will forego collection of the disputed charges pending investigation by the Commission's Consumer Services Division. The end user must pay undisputed charges, and if not paid, the Company may start collection procedures.

The Company will maintain a toll-free number to enable Customers to contact the Company regarding, but not limited to, inquiries related to billing, making customer trouble reports, etc.

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**2.9 Refusal or Suspension by the Company**

The Company may refuse or suspend service for any of the following reasons:

- A.** For failure of the Customer to pay for service when it is due.
- B.** For Customer's or Subscriber's violation of any of the Company's rules on file with the Commission.
- C.** For failure of the Subscriber to provide the Company reasonable access to its equipment and property.
- D.** For Subscriber's breach of the contract for service between the Company and the Subscriber.
- E.** For a failure of the Subscriber to furnish such service, equipment, and/or rights-of-way necessary to serve said Subscriber as shall have been specified by the Company as a condition of obtaining service.
- F.** When necessary for the Company to comply with any order or request of any governmental authority having jurisdiction.
- G.** In the event of fraudulent use of the service.
- H.** In the event of tampering with the Company's equipment.
- I.** In the event of a condition determined to be hazardous to the Customer or Subscriber, to other Customers of the Company, to the Company's equipment, the public, or to employees of the Company.
- J.** In the event of a Customer's or Subscriber's use of equipment in such a manner as to adversely affect the Company's equipment.

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**2.10 Call Restrictions**

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

Services provided by the Company are available to inmates of confinement facilities in accordance with facility-authorized programs. The Company may request that the confinement facility adopt, as part of its program, terms that enable the Company to collect the charges for all inmate calls, including without limitation, the blocking of calls by the Company to certain telephone numbers when the amount charged to such a telephone number exceeds a predetermined amount or becomes past due.

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

Service is offered to inmates and other incarcerated persons in correctional or confinement facilities for outward-only calling. Billing information will be validated.

3.2 Timing of Calls

- 3.2.1** Long distance usage charges are based on the actual usage of the Company's network. Timing of a call begins when the called party accepts the charges for the call. Positive response for acceptance of a call is required. A call will be terminated within five (5) seconds from the last message given if no positive response is received.
- 3.2.2** Chargeable time for a call ends upon disconnection by either party.
- 3.2.3** The minimum call duration and initial period for billing purposes is one minute.
- 3.2.4** Unless otherwise specified in this price guide, for billing purposes usage is measured and rounded to the next higher full minute. Usage charges are computed and rounded up to the nearest penny on a per call basis.
- 3.2.5** No charges apply for incomplete calls or for calls to called parties who do not accept the charges for the call. Correct Solutions will terminate a call if the called party does not accept responsibility for the charges. If a Customer believes he or she has been incorrectly billed for an incomplete call, the Company will, upon notification, investigate the circumstances of the call and issue a credit when appropriate.

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SECTION 3 -DESCRIPTION OF SERVICE, (CONT'D.)**3.3 Institutional Automated Collect Service**

Institutional Automated Collect Service is provided for use by inmates and other incarcerated persons in Correctional Institutions within the state. Interstate service is offered in conjunction with intrastate service.

Service may be limited by the administrators of the institutions as to availability, call duration or calling scope. Calls are billed to the Called Party. The Called Party must actively accept charges for the call. Unless otherwise specified, usage rates apply to each call. Calls are billed in full minute increments.

Institutional Automated Collect Service allows inmates to make collect calls to terminating locations anywhere within in the state. An automated system prompts the caller and the called party through instructions. The called party must accept responsibility for payment of the charges by dialing the designated digit for acceptance. If a call is not accepted within five (5) seconds of the automated voice recording prompt, the automated recording is replayed a second time. If an acceptance digit is not received five (5) seconds after the second recording is completed, the call is automatically terminated.

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

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SECTION 3 -DESCRIPTION OF SERVICE, (CONT'D.)**3.4 Prepaid Institutional Calling Services****3.4.1 General**

Prepaid Institutional Calling Services provide alternative payment arrangements for inmates in Confinement Institutions. Prepaid Institutional Calling Services are available 24 hours a day, seven days per week. Access to telephone service by an inmate may be subject to time of day and usage restrictions imposed by individual Confinement Institutions. No minimum service period applies.

Network usage for Prepaid Institutional Calls is deducted from the Available Usage Balance in full minute increments. For debiting purposes, call timing is rounded up to the nearest one (1) minute increment. Usage charges are computed and rounded up to the nearest penny on a per call basis.

The called party is automatically informed of the Available Usage Balance remaining in the Prepaid Account prior to acceptance of the call. Network usage is deducted from the Available Usage Balance in the account on a real time basis as the call progresses. A reminder message is also provided when the account balance has one minute of usage remaining. All calls must be charged against an account that has sufficient available balance. Calls in progress will be terminated by the Company if the balance on the account is insufficient to continue the call.

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

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SECTION 3 -DESCRIPTION OF SERVICE, (CONT'D.)**3.4 Prepaid Institutional Calling Services, (Cont'd.)****3.4.1 General, (Cont'd.)****A. Prepaid Debit Account**

With a Prepaid Debit Account, the inmate is assigned a Personal Identification Number (PIN.) When the inmate places a call, he/she enters the PIN and called telephone number. All deposits to the account are paid to and handled by the Institution. The Company receives payment from the inmate's debit account via 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.

Refunds of unused Prepaid Debit Account balances are issued by the Company once the End User verifies certain account information, unless otherwise directed by state law. Refund fees and/or minimum refund amounts may apply. The Prepaid Debit Account balance expires ninety (90) days from the date of the last call placed on the Prepaid Debit Account. No refunds of unused balances will be issued after the expiration date.

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SECTION 3 -DESCRIPTION OF SERVICE, (CONT'D.)**3.4 Prepaid Institutional Calling Services, (Cont'd.)****3.4.1 General, (Cont'd.)****B. Prepaid Collect Service**

Prepaid Collect Service is available for use by individuals who receive collect calls from inmates in Confinement Institutions. Once an account is established, all collect calls from the facility to the telephone number associated with the prepaid collect account are automatically processed as prepaid collect. If the payment into the account is provided via credit card, credit verification procedures are carried out under the terms specified in Section 2 of this price guide. Deposits to the account are paid to and handled by the Company via arrangement with a vendor.

Payments will be accepted with a \$50.00 payment maximum. Initial and additional payments into the account may be made by cashier's check, money order, credit card, debit card, electronic checking or Western Union. Transaction fees will apply for credit card and check by phone transactions. If payment is made in cash via kiosk, payments will be accepted with a \$100.00 payment maximum. All payments will be subject to applicable taxes.

The End User may request a refund of the available balance in their Prepaid Collect Service account either by written request to the Company or by contacting the Company at its toll free telephone number once the End User verifies certain account information. Any such unused balances will expire in one hundred eighty (180) days following the last call made, unless the balance is either fully depleted or a refund has been requested. No refunds of unused balances will be issued after the expiration date.

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SECTION 4 - RATES

4.1 General

Each Customer is charged individually for each call placed through the Company. Customers are billed based on their use of the service. No fixed monthly recurring charges apply.

4.1.1 Time of Day Rate Periods

Rates for service are not time of day sensitive.

4.1.2 Calculation of Distance

Rates for service are not distance sensitive.

SECTION 4 – RATES, (CONT'D.)**4.2 Institutional Automated Collect Service Rates**

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

4.2.1 Rate and Charges**A. Option A****1. Local**

Rate Per Minute: \$0.30

2. IntraLATA

Rate Per Minute: \$1.09

3. InterLATA

Rate Per Minute: \$1.35

Effective: March 2, 2020

SECTION 4 – RATES, (CONT'D.)**4.3 Prepaid Collect Institutional Calling Services****4.3.1 Rates and Charges**

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

A. Option A**1. Local**

Rate Per Minute: \$0.30

2. IntraLATA

Rate Per Minute: \$1.09

3. InterLATA

Rate Per Minute: \$1.35

Effective: March 2, 2020

SECTION 4 – RATES, (CONT'D.)**4.4 Prepaid Debit Institutional Calling Services****4.4.1 Rates and Charges**

The following rates and charges apply to automated operator assisted prepaid debit calls placed by inmates in correctional institutions using the Company's service. The minimum call duration for billing purposes is one (1) minute. Additional usage is measured and rounded to the next higher full minute increment for billing purposes.

A. Option A**1. Local**

Rate Per Minute: \$0.30

2. IntraLATA

Rate Per Minute: \$1.09

3. InterLATA

Rate Per Minute: \$1.35

Effective: March 2, 2020

SECTION 4 – RATES, (CONT'D.)**4.5 Miscellaneous Charges****4.5.1 Ancillary Service Charges**

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

Automated payment fees \$3.00

- B. Live Agent Fee** – A fee associated with the optional use of a live operator to complete Inmate Calling Services transactions.

Live Agent Fee \$5.95

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

Paper Bill/Statement Fees \$2.00

Effective: March 2, 2020

SECTION 5 – OKLAHOMA UNIVERSAL SERVICE FUND**5.1 Oklahoma Universal Service Fund Recovery****5.1.1 General Regulations**

- A.** Contributions to the OUSF are assessed as a uniform percentage of the telecommunications carrier's total retail-billed intrastate telecommunications revenue for a 12-month period identified by the OUSF Administrator. This percentage is established annually pursuant to an Order issued by the Oklahoma Corporation Commission.
- B.** Pursuant to 17 O.S. § 139.106 and OAC 165:59-3-46, a telecommunications carrier may, at its option, recover the amount of its contributions to the Oklahoma Universal Service Fund (OUSF) from its retail customers. Such recovery shall be made in a fair, equitable and nondiscriminatory manner.
- C.** Recovery shall be assessed by either a flat recovery fee or a percentage recovery charge, as described below.
- D.** Recovery shall be assessed on the same retail revenues as those used for contribution purposes.

5.1.2 OUSF Recovery Charge (Percentage or Flat Fee)

- A.** Recovery of the OUSF contribution from retail customers shall be made by a uniform monthly percentage, which shall be applied to each retail customer in addition to any other applicable rates and charges as provided for in this price guide. The OUSF Recovery charge is intended to recover the total dollar amount paid into the OUSF, and shall be adjusted to compensate for any over-recovery or under-recovery from retail customers, pursuant to OAC 165:59-3-46.
- B.** The results of such calculation(s) shall be rounded to the nearest penny for the purpose of applying this amount to retail customer's bills.
- C.** The resulting OUSF recovery amounts are not revenues of the Company, and therefore, are not subject to state or local taxes, franchise fees, or any other assessments or fees. The Company shall not include the OUSF Recovery Charge in the calculation of such taxes, fees, or assessment in the customer's bill.
- D.** When recovery is made from the retail customers, the amount resulting from the OUSF Recovery Charge will be stated separately in the customer's monthly bill.

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SECTION 5 – OKLAHOMA UNIVERSAL SERVICE FUND

5.1 Oklahoma Universal Service Fund Recovery

5.1.2 OUSF Recovery Charge (Percentage or Flat Fee)

- E.** Records shall be kept by the Company which reflect the OUSF contributions paid by the Company for each period along with all amounts recovered by the Company through the Recovery of OUSF Contributions Price guide. This information shall be provided to the Commission along with any changes to the OUSF Recovery Charge.