



March 11, 2016  
Via Web Filing

Ms. Jocelyn Boyd, Chief Clerk  
South Carolina Public Service Commission  
101 Executive Center Dr.  
Suite 100  
Columbia, SC 29210

RE: Global Tel\*Link Corporation  
So. Carolina Tariff No. 2

Dear Ms. Boyd:

Enclosed for filing please find the original of the above referenced tariff filing submitted on behalf of Global Tel\*Link Corporation. The filing, made in compliance with FCC WC Docket No. 12-375, adds Ancillary Fees. The Company respectfully requests an effective date for this filing of March 17, 2016.

The following tariff pages are included with this filing:

9 <sup>th</sup> Revised Page 2	Updates Check Sheet
2 <sup>nd</sup> Revised Page 6	Adds definitions, moves text
Original Page 6.1	Adds definitions, moves text
1 <sup>st</sup> Revised Page 11	Removes Pay Telephone Service
1 <sup>st</sup> Revised Page 22	Revises text
2 <sup>nd</sup> Revised Page 24	Adds footnote reference
4 <sup>th</sup> Revised Page 25	Adds footnote reference
Original Page 26	Adds Ancillary Fees

Please acknowledge receipt of this filing by date-stamping the extra copy of this cover letter and returning it to me in the self-addressed, stamped envelope provided for that purpose. Any questions you may have regarding this filing should be directed to my attention at 407-740-3005 or via email to [swarren@tminc.com](mailto:swarren@tminc.com). Thank you for your assistance in this matter.

Sincerely,

/s/Sharon R. Warren

Sharon R. Warren  
Consultant to Global Tel\*Link Corporation

cc: Brian Hackett (Via Email) - Global Tel\*Link  
Mr. C. Dukes Scott, Executive Director  
file: Global Tel\*Link - South Carolina - Inmate  
tms: SCn1601

Enclosures  
SW/mp

## INMATE SERVICES TARIFF

**CHECK SHEET**

Pages of this tariff, as indicated below, are effective as of the date shown at the bottom of the respective pages. Original and revised pages, as named below, comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this page.

PAGE	REVISION	
1	1 <sup>st</sup> Rev.	
2	9 <sup>th</sup> Rev.	*
3	Original	
4	Original	
5	Original	
6	2 <sup>nd</sup> Rev.	*
6.1	Original	*
7	Original	
8	Original	
9	Original	
10	1 <sup>st</sup> Rev.	
11	1 <sup>st</sup> Rev.	*
12	Original	
13	1 <sup>st</sup> Rev.	
14	Original	
15	Original	
16	Original	
17	Original	
18	Original	
19	2 <sup>nd</sup> Rev.	
19.1	1 <sup>st</sup> Rev.	
20	2 <sup>nd</sup> Rev.	
21	1 <sup>st</sup> Rev.	
22	1 <sup>st</sup> Rev.	*
23	1 <sup>st</sup> Rev.	
23.1	Original	
23.2	Original	
24	2 <sup>nd</sup> Rev.	*
25	4 <sup>th</sup> Rev.	*
26	Original	*

\* - indicates those pages included with this filing

Issued: March 11, 2016

EFFECTIVE: March 17, 2016

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

INMATE SERVICES TARIFF

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## SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

**Access Line** - An arrangement which connects the customer's location to a Global switching center or point of presence.

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

**Authorization Code** - A numerical code, one or more of which are available to a customer to enable him/her to access the carrier, and which are used by the carrier both to prevent unauthorized access to its facilities and to identify the customer for billing purposes.

**Average Daily Population (ADP)** – The sum of all inmates in a facility for each day of the preceding calendar year, divided by the number of days in the year. (N)  
(N)

**Automated Collect Calls** - Calls billed to the called party and completed through an automated call processing system that prompts the call originator and the called party such that the call is completed without live operator assistance.

**Commission** - The South Carolina Public Service Commission.

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

**Confinement or Correctional 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** - The person, firm, corporation or other entity which orders service and is responsible for payment of charges due and compliance with the Company's tariff regulations.

**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.

(M)

*(M) – Material previously found on this Page is now on Page 6.1.*

INMATE SERVICES TARIFF

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SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

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

(N)  
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(N)

**ORS** – Office of Regulatory Staff.

(M)

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

(N)  
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(N)

*(M) – Material now found on this page was previously on Page 6.*

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INMATE SERVICES TARIFF

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

**2.6 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, and Telecommunications Relay Service Fund (TRS). All applicable taxes and fees are billed as separate line items and are not included in the rates quoted in this tariff.

A. [Reserved For Future Use]

(D)

(D)

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**INMATE SERVICES TARIFF**

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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 a 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.

Upon request, 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. (T)

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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## INMATE SERVICES TARIFF

**SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)****3.7 Miscellaneous Charges****3.7.1 Single Bill Fee<sup>1</sup>****(T)**

An undiscountable fee will apply to Customer's telephone bill each month in which local or long distance collect calls are accepted and billed on the Customer's local telephone bill. This fee is for the purpose of offsetting Company's billing and regulatory expenses associated with the services offered. This fee will be charged once per billing period regardless of the number of calls accepted. The fee will not apply in any billing period in which no collect calls are accepted. This fee does not apply to prepaid services paid for by commercial credit card or other means, or for prepaid services billed directly to the Customer by the Company.

Single Bill Fee, per month where applicable \$3.49

**3.7.2 Biometric Service Charge<sup>1</sup>****(T)**

Biometric Service is an optional service that provides validation of an inmate's identity through unique personal verification, such as, but not limited to, voice verification technology, for purposes of improved security and reduced potential fraud and Customer harassment by inmates. This charge applies to automated calls placed by inmates of correctional facilities when such calls are provided through the Company's own processing equipment. Where Biometric Service is requested by correctional facilities, this charge applies in addition to all applicable Institutional rates and charges specified in this tariff.

**A. Biometric Service Charge**

Charge per call, up to \* \$0.45

\* Where requested by correctional facility

<sup>1</sup> These options/fees will be available to all Jails prior to June 20, 2016. These options/fees will be discontinued on June 20, 2016.

**(N)**  
**(N)**

INMATE SERVICES TARIFF

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

**3.7 Miscellaneous Charges, (Cont'd.)**

**3.7.3 Regulatory and Carrier Cost Recovery Fee<sup>1</sup>**

**(T)**

In addition to charges for service, the Company reserves the right to impose a Regulatory and Carrier Cost Recovery Fee as a flat fee once per month or as a percentage of an intrastate call, depending on the manner in which a customer is billed for charges, in order to partially recover expenses incurred with regard to operating as a regulated entity within the state. Costs include, but are not limited to, such items as expenses associated with billing, collecting and remitting state USF as applicable, complying with mandatory state filings and reporting obligations, state regulatory fees, expenses for state regulatory proceedings and compliance, portions of local and state property taxes associated with intrastate calling and other non-income-tax related tax costs associated with intrastate calling and compensating other carriers for terminating calls within the state using their facilities. This fee may vary as a result of fluctuations in the cost of regulatory compliance, but shall not exceed the amounts shown below.

**A. Regulatory and Carrier Cost Recovery Fee**

Collect calls billed to local exchange carrier or billed directly by Company:  
Per Month: \$1.99

Prepaid and Debit calls:  
Per Call: Up to 8%

**3.7.4 Validation Surcharge<sup>1</sup>**

**(T)**

A eight percent (8%) per-call surcharge will be applied to the base rate of all calls. The base rate of a call is set forth in Section 3 preceding, and does not include any applicable taxes, fees, or other surcharges that may apply to the call. The Validation Surcharge is applied to recover revenue lost due to the difficulty of rating calls and the cost of verifying the geographic location of the called party for security purposes pursuant to Correctional Institution contracts.

<sup>1</sup> These options/fees will be available to all Jails prior to June 20, 2016. These options/fees will be discontinued on June 20, 2016.

**(N)**  
**(N)**

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INMATE SERVICES TARIFF

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

**3.8 Ancillary Service Charges**

**3.8.1 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

**3.8.2 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

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

Paper Bill/Statement Fees       \$2.00

The above charges and fees become effective March 17, 2016 for Prisons and June 20, 2016 for Jails.

(N)

(N)