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**NEW APPLICATION**



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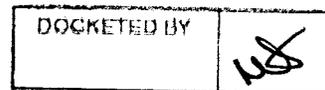
May 18, 2016

**Via Hand Delivery**

Docket Control  
Arizona Corporation Commission  
1200 West Washington Street  
Phoenix, Arizona 85007

Arizona Corporation Commission  
**DOCKETED**

MAY 19 2016



Re: Docket No. T-03479A-16-0159  
Securus Technologies, Inc. – Proposed Tariff Revisions

Dear Sir or Madam:

We represent Securus Technologies, Inc. (“Securus” or the “Company”). Please find enclosed an original and thirteen (13) copies of the Company’s proposed tariff revisions to its Arizona COPT Tariff No. 1. Sheets affected by this filing include the following: Second Revised Sheet No. 6, First Revised Sheet No. 6.1, and First Revised Sheet No. 9.

The purpose of this filing is to comply with the Federal Communications Commission (“FCC”) Second Report and Order and Third Further Notice of Proposed Rulemaking, *Rates for Interstate Inmate Calling Services*, WC Docket No. 12-375 released November 5, 2015 (“FCC Order”, as applicable to Jails. This FCC Order set rate structures and fee caps applicable to both intrastate and interstate ICS. On March 7, 2016, the U.S. Court of Appeals for the District of Columbia Circuit (“DC Circuit” or “Court”) issued a partial stay of only two portions of the FCC Order. On March 23, 2016, the DC Circuit modified that ruling to include a stay of the application of previously-adopted interim interstate rate caps to intrastate ICS. This filing is to modify the Company’s intrastate tariff to come into compliance with these FCC requirements not stayed by the Court. The Company respectfully requests an effective date of June 20, 2016 for this filing.

**Snell & Wilmer**  
L.L.P.

ACC Docket Control  
May 18, 2016  
Page 2

The filing includes maximum rate of \$0.60 per minute for a jail-based call. The Company notes that this rate is comparable to the maximum per minute rates in the tariffs of the Company's competitors.<sup>1</sup>

Securus sincerely appreciates your attention to this matter. Should you have questions regarding this filing, please contact me at 602.382.6347 or [tsabo@swlaw.com](mailto:tsabo@swlaw.com).

Very truly yours,

Snell & Wilmer L.L.P.

Handwritten signature of Timothy J. Sabo in black ink, with the word "FOR" written in capital letters to the right of the signature.

Timothy J. Sabo

Enclosure

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<sup>1</sup> See Value-Added Communications, Inc. Arizona COPT Tariff NO. 2, Original Page 24, Section 3.8.2 (\$3.75 per call plus \$0.58 per minute) for intrastate long distance, filed December 4, 2013 in Docket T-03798A-12-0077; CenturyLink Public Communications, Inc. d/b/a CenturyLink, Institutional Telecommunications Tariff, First Revised Page 17, Section 4.1 (maximum intrastate long distance rate of \$0.58 per minute). "Long distance" as used in this footnote includes both intraLATA and interLATA toll charges.

**CUSTOMER OWNED PAY TELEPHONE (COPT)  
GENERIC TARIFF**

**I. DESCRIPTION OF CUSTOMER OWNED PAY TELEPHONE SERVICE**

- A. Customer Owned Pay Telephone (COPT) Service is public pay telephone service to end-users provided by entities other than the certificated local exchange telephone company. COPT service involves the resale of those local exchange and interexchange telecommunications services authorized for resale by the Arizona Corporation Commission (ACC) and provided through the facilities of public service corporations certificated to provide such services in the State of Arizona.
- B. COPT service is provided by interconnection with local exchange carriers through approved local exchange company tariffs under which COPT providers are authorized to obtain access to the local and interexchange telecommunications network.
- C. COPT service is subject to all restrictions imposed by the Arizona Corporation Commission on the intrastate transmission of telecommunications services.

## II. SERVICE OFFERED

A. The following services may be provided to end-users under this tariff:

1. Local Message Service - Provides callers with the ability to complete calls to other locations within the local (exchange) calling area.
2. Intrastate Message Toll Service - Provides callers with the ability to complete calls to locations outside the local (exchange) calling area.
3. Local Directory Assistance - Provides callers with telephone numbers for parties located within the local (exchange) calling area.
4. Intrastate Directory Assistance - Provides callers with telephone numbers for parties located outside the local (exchange) calling area.

5. Operator Services

a. **Operator Assisted Station-to-Station Calls**

Provides for the completion of a call through the use of an operator with the caller paying for the call before it is completed.

b. **Operator Assisted Person-to-Person Calls**

Provides for the completion of a call to a specified person through the use of an operator with the caller paying for the call before it is completed.

c. **Operator Assisted Collect Calls**

Provides for the completion of a call through the use of an operator with the called party billed for the call.

d. **Operator Assisted Third Number Billed Calls**

Provides for the completion of a call through the use of an operator with the call billed to a home or other telephone number.

e. **Customer Dialed Calling Card and Credit Card Calls**

Provides for the completion of a call without the use of an operator with the call billed to the calling card or credit card account.

**II. SERVICE OFFERED (Continued)**

6. Prepaid Service

a. Prepaid Service Available to Inmates

Prepaid service allows inmates to either purchase a prepaid card or set up a prepaid debit account for calls made by the inmate user or authorized user, which may be offered at the discretion of confinement facilities. Prepaid service provides an alternative method to make calls and is designed for those who prefer to prepay for their calls. Calls are made by dialing a special access dialing sequence that connects directly to the COPT provider's platform at the confinement facility. A valid authorization code must be entered to access the account.

The COPT provider's system automatically informs the inmate user or authorized user of the prepaid balance remaining on the prepaid card or in the debit account, and provides prompts to place the call by entering the destination telephone number with area code. Usage is deducted from the prepaid balance on a real time basis as the call progresses. Applicable state taxes, fees, and the state Universal Service Fund ("USF") are included in the rates and charges for the calls made. When the prepaid balance is one minute prior to depletion, the inmate user or authorized user will be interrupted with such an announcement. (N)

Prepaid service is available 24 hours a day seven days per week to all terminating locations serviced. Access to telephone service by an inmate user may be subject to time of day and usage restrictions imposed by individual confinement facilities. No minimum service period applies. 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. Prepaid balances are not charged for incomplete calls.

**II. SERVICE OFFERED (Continued)**

6. Prepaid Service (Continued)

Prepaid Card

The confinement facilities that offer the option of prepaid cards may purchase prepaid cards directly from the COPT provider. Inmates then purchase the cards from authorized personnel at the confinement facilities. The COPT provider does not engage in direct monetary transactions with the inmate. The inmate may purchase a prepaid card in denominations determined by the confinement facility. The COPT provider assigns an authorization code to the prepaid card, and provides instructions for accessing and using the service. Prepaid cards are offered only to inmates at confinement facilities and not to the general public. Prepaid cards are valid from one year of the date of issuance. Unused prepaid balances may be used by the inmate user or authorized user following release from the confinement facilities only through the COPT provider's platform by dialing a special toll-free access number which automatically connects the call to the COPT provider's platform. Prepaid card service is not distance or time of day sensitive. Holiday discounts do not apply. Unused prepaid balances are not refundable nor may prepaid cards be replenished upon the depletion of the prepaid balance. Inmates may purchase additional cards, as permitted by their confinement facility.

Prepaid Debit Account

For a prepaid debit account, the inmate may set up the account through the facility administrators with an initial payment typically through the inmate's commissary account. The inmate is assigned an authorization code and provided instructions for accessing and using the service. Upon the depletion of the prepaid balance, the prepaid debit account may be replenished by depositing funds into the account via the facility administrator. Prepaid debit accounts are considered dormant if there is no activity for 180 days. Inactive accounts will be removed from the database. Following their release from the confinement facility, the inmate may request a refund from the facility administrator.

**II. SERVICE OFFERED (Continued)**

6. Prepaid Service (Continued)

Inmate Debit Account

Inmate Debit is a prepaid telephone account offering made available to Inmates by the Company when permitted by the Confinement Facility. Inmate Debit provides an alternative method for Inmates to prepay for and make calls. An Inmate Debit account associated with the Inmate's Personal Identification Number (PIN) is automatically established by the Company. Inmates fund and replenish their Inmate Debit account through electing to transfer funds from either their facility's inmate trust fund or commissary account to their Inmate Debit account. Inmate Debit accounts may also be funded by inmate friends and family members via the Company's points-of-sale. Funds placed in this account become the property of the inmate.

Inmate Debit calls are processed by dialing a special access dialing sequence that connects directly to the Company's network at the Confinement Facility. Inmates must enter a valid Authorization Code to access their Inmate Debit account. The Company's system automatically informs the Inmate of the prepaid balance remaining on the Inmate Debit account prior to each call, provides prompts to place the call by entering the destination telephone number, and informs the Inmate of the rates for the call being attempted. Call charges are deducted from the prepaid account balance on a real-time basis as the call progresses. Applicable state taxes, fees, and the state USF are in addition to the rates and charges for calling service. During an Inmate Debit call, when the prepaid account balance is one minute prior to depletion, the Inmate will be interrupted with such an announcement. (N)

Inmate Debit services are available twenty-four (24) hours a day, seven (7) days per week to all terminating locations serviced. Access to such telephone services by an Inmate may be subject to time-of-day and usage restrictions imposed by individual Confinement Facilities. No minimum service period applies. 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 one (1) cent on a per call basis. Prepaid balances are not charged for incomplete calls.

Refunds of unused Inmate Debit account balances are issued by the entity controlling the actual cash deposits, which is either the Company, the commissary, the Confinement Facility or its agent, depending on the specific arrangements, unless otherwise directed by state law. Depending on the entity issuing the refund, refund fees and/or minimum refund amounts may apply. The prepaid balance expires ninety (90) days from the date of the last call placed on the Inmate Debit account unless alternative arrangements are expressly requested by the Confinement Facility. No refunds of unused balances will be issued after the expiration date.

**II. SERVICE OFFERED (Continued)**

6. Prepaid Service (Continued)

b. Services Available to Called Party - AdvanceConnect

End Users who prefer to pay in advance for Collect Calls that originate from Confinement Facilities, or else if the End User's local exchange carrier does not have a billing and collection agreement with the Company or its intermediary, may set up an AdvanceConnect Account with the Company with an initial payment. The Account is set up with the initial payment and may be replenished by the End User. Applicable state taxes, fees, and the state USF are calculated and deducted from the AdvanceConnect Balance at the conclusion of the call.

(C)  
(N)

When the balance in an AdvanceConnect Account reaches ten dollars (\$10) or below, the End User will receive an automated courtesy call from the Company notifying the End User with such an announcement. If the End User's balance reaches zero prior to replenishment of the Account, the End User will be blocked from receiving further calls from any Confinement Facility served by the Company until the balance is replenished or an alternative billing arrangement is made.

(C)

The End User may request a refund of the available balance in the AdvanceConnect 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 within the 180 day period. No refunds of unused balances will be issued after the expiration date.

(N)  
(N)(D)

AdvanceConnect Account service is available twenty-four (24) hours a day, seven (7) days a week to all terminating locations served. Access to such services by the Inmate User may be subject to time-of-day and usage restrictions imposed by individual Confinement Facilities. No minimum service period applies. 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 one (1) cent on a per call basis. Balances are not charged for incomplete calls.

(D)  
|  
(D)

**II. SERVICE OFFERED (Continued)**

7. Inmate COPT Service

Material moved to Original Sheet No. 6.1

(D)

a. Prison Calling Rates

The below maximum rates become effective March 17, 2016 for Prisons. Prison Confinement facility rates will not exceed these rates.

Collect

First Minute	Each Additional Minute
\$0.25	\$0.25

Prepaid Collect/Debit/Prepaid Calling Card

First Minute	Each Additional Minute
\$0.21	\$0.21

**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 of longer than one year.

**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; or (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.

**II. SERVICE OFFERED (Continued)**

b. Jail Calling Rates

The below maximum rates become effective June 20, 2016 for Jails. Jail Confinement facility rates will not exceed these rates.

Collect

First Minute	Each Additional Minute
\$0.60	\$0.60

Prepaid Collect/Debit/Prepaid Calling Card

First Minute	Each Additional Minute
\$0.60	\$0.60

8. Ancillary Service Charges

**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. The following Ancillary Service Charges that may be charged are described below. All other Ancillary Service Charges are prohibited.

**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 maximum charge per use

**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 maximum charge per use

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

Paper Bill/Statement Fee - \$2.00 maximum charge per occurrence but not more than once a month

The above charges and fees become effective March 17, 2016 for Prisons and June 20, 2016 for Jails. Confinement facility charges and fees will not exceed these maximum charges.

The below content was previously found on Original Sheet No. 6

B. Services not described above may be offered only upon approval of the Arizona Corporation Commission under procedures established in A.R.S. Section 40-250.

(N)

(N)

(D)

### III. REGULATIONS

- A. COPT Service is provided to all users on a non-discriminatory basis using Federal Communications Commission registered equipment, which has been installed and maintained in accordance with generally accepted telecommunications industry standards and applicable state and local codes.
- B. All COPT instruments are hearing-aid compatible and accessible to the disabled in compliance with federal and state laws.
- C. COPT instruments will be placed in well-lighted locations and will be maintained in good working order. The COPT provider will respond promptly to reports of equipment failure and other reasonable complaints. The COPT provider's name and telephone number of the COPT will be displayed prominently on each COPT instrument.
- D. Instructions on how to make a call, how to report malfunctions, and how to obtain refunds, will be posted at every COPT location in those languages required by the Commission.
- E. Access to emergency 911 service is provided free at all COPT locations, without the use of a coin and without time limitations. In those areas where 911 service is not available, access to the local emergency service providers will be provided free of charge and without time limitations.
- F. Coin-activated instruments will accept nickels, dimes, and quarters. Coins will be returned for uncompleted calls.
- G. Access to the end-user's preferred toll carriers will not be denied.
- H. Surcharges by premises owners for intrastate calls and/or operator services are prohibited unless specifically authorized by the Arizona Corporation Commission.

**III. REGULATIONS (Continued)**

- I. Operator Services are provided by ACC certified operator services companies at Commission approved rates and charges. However, these services may be provided through the use of capabilities embedded in the COPT (Store and forward pay telephones). Specific regulations applicable to COPT provided operator service are contained in Section IV, below.
- J. Service limitations (e.g., local calling only, outgoing calls only) will be clearly posted at each COPT location. If service is limited to local calling, access to local operators will be provided.
- K. Access to Local Directory Assistance may be provided free of charge and without the use of a coin. Charges for Directory Assistance will be clearly posted at each COPT location.
- L. 1-800,10XXX-0+ and 950 access will be provided at no charge to the calling party.
- M. Time limits on local calls without additional coins will not be less than three (3) minutes. Time limitations will be clearly posted.
- N. Service not in conformance with these regulations, or in violation of other rules and conditions of certification, may be terminated by Order of the ACC. The Commission reserves the right to enforce such Orders by denial of those services that COPTs are authorized to use to obtain access to the local and interexchange networks.

**IV. REGULATIONS APPLICABLE TO COPT-PROVIDED OPERATOR SERVICES:**

- A. The COPT operator service provider will identify itself at the outpulse of the terminating number which informs the end-user that the COPT provider's rates apply to the call. This message will be provided before the end-user incurs any charge for the call. (T)  
(T)  
(T)
- B. The COPT operator service provider will disclose immediately to the customer, upon request and at no charge to the caller, any of the following information:
1. A quotation of rates; (T)
  2. The methods by which such rates will be collected; (T)
  3. The methods by which complaints concerning such rates or collection practices will be resolved; and (T)  
(T)
  4. That the preferred carrier can be reached by access code or toll-free customer service number.
- C. The COPT operator service provider will post all of the following information, on or near the COPT, in plain view of the end-user:
1. The name, address, and toll-free telephone number of the COPT provider;
  2. A written disclosure that the rates of the COPT operator service provider apply for all operator-assisted calls; (T)  
(T)
  3. A statement that interLATA calls made with calling cards, including IXC cards, may be carried by the COPT service provider;
  4. Dialing instructions;
  5. A toll-free telephone number for billing inquiries;
  6. A description of complaint procedures; and
  7. That end-users have a right to obtain access to the interexchange carrier of their choice.

**IV. REGULATIONS APPLICABLE TO COPT-PROVIDED OPERATOR SERVICES  
(Continued):**

- D. The COPT operator service provider will not require or participate in blocking any end-users' access to a preferred carrier.
- E. COPT providers using store and forward technology shall route all zero-minus calls immediately to the originating LEC.
- F. Billing and Collection Requirements
  - 1. The COPT will bill monthly for operator services rendered.
  - 2. Bills issued for the intrastate interLATA operator service provided by the COPT provider will include the minimum information required by A.A.C. R14-2-508(B), and identify the COPT service provider, to the extent the LEC has the capability to do so. In the absence of that capability, the identification of the billing agent or clearing house and its toll-free customer service telephone number are required.
  - 3. The LEC will not be required to process any billing for any intraLATA calls carried by the COPT provider, whether intentional or incidental, where the required compensation has not been paid to the LEC.
  - 4. Billing for COPT-provided operator services will comply with all of the following billing procedures:
    - a. The billing date will be printed on the bill and shall be the date the bill was issued;
    - b. The COPT provider will provide a full refund of any charge levied for an uncompleted call;
    - c. COPT providers or their billing agents will not bill for calls which occur more than 60 days prior to the billing date; and
    - d. COPT providers or their billing agents will not bill for any intraLATA call carried by the COPT provider, whether intentional or incidental, where the required compensation has not been paid to the LEC.

**V. RATES AND CHARGES**

A. COPT service will be provided at the following maximum rates and charges not to exceed the Federal Communications Commission mandated rate caps. (T)

(T)

1. **Local Message Service** (3 minutes minimum time)

Rates for local message service may not exceed the rate approved by the ACC for the serving local exchange carrier's public telephones.

2. **Intrastate IntraLATA Message Toll Service**

Rates for intrastate intraLATA message toll service may not exceed the day rates set forth in the certified local exchange carrier's tariff.

3. **Intrastate InterLATA Message Toll Service**

Rates for intrastate interLATA message toll service may not exceed the day rates set forth in the tariffs of the certificated intrastate interLATA carrier whose facilities are used to carry the call.

4. **Local Directory Assistance**

Charges for local directory assistance may not exceed the rates set forth in the certificated local exchange carrier's tariff.

5. **Intrastate Long Distance Directory Assistance**

Charges for intrastate long distance directory assistance may not exceed the rates for such service set forth in the tariff for the certificated carrier whose facilities are used to provide intrastate interexchange directory assistance.

**V. RATES AND CHARGES (Continued)**

**6. Operator Handled Calls**

- a. Charges for Operator assisted calls may not exceed the rates and charges authorized for the ACC certified Operator Services provided that provides operator services to the COPT.
  - b. In those instances where operator services are provided through the use of capabilities embedded in the COPT:
    - (1) charges for intrastate intraLATA operator assisted, calling card and credit card calls may not exceed the rates for operator service set forth in the certificated local exchange carrier's tariff.
    - (2) charges for intrastate interLATA operator assisted, calling card and credit card calls may not exceed the rates for operator service set forth in the tariffs for the certificated carrier whose facilities are used to provide intrastate interexchange service.
- B. Rates for COPT service may be discounted below these maximums at the discretion of the COPT service provider.
- C. Rates for services not included in this tariff are contained in other approved tariffs of the Company on file with the ACC.

**VI. WAIVER OF CERTAIN REGULATIONS REGARDING THE PROVISION OF SERVICES IN CORRECTIONAL FACILITIES.**

- A. The customer information posting requirements contained in Sections III.B, III.D, III.J, IV.B, and IV.C are waived conditioned upon the correctional facility providing the inmate end users and their families or called parties with dialing instructions and the identity, rates, customer service number and inquiry number for Securus Technologies, Inc.
- B. The access to live operators as provided in Sections III.E, III.K, IV.B, IV.C, and IV.E are waived for the Securus Technologies, Inc. services originating from pay telephones installed in correctional facilities.
- C. The regulations requiring access to the end-users preferred toll carrier, 1-800, 10XXX-0+, and 950 as provided in Sections III.G, III.L, IV.B, IV.C, IV.D, and IV.E are waived for the Securus Technologies, Inc. services originating from pay telephones installed in correctional facilities.