
CORRECT SOLUTIONS, LLC

OF

192 Bastille Lane, Suite 200
Ruston, LA 71270
Telephone: (866) 367-9228
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RATES – CHARGES – RULES – REGULATIONS
FOR FURNISHING
INTEREXCHANGE TELECOMMUNICATIONS TARIFF

THROUGHOUT THE STATE OF KENTUCKY

FILED WITH THE
PUBLIC SERVICE COMMISSION
OF
KENTUCKY

Date of Issue: April 26, 2013
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Issued By: Ryan Horvath
Director of Legal Affairs & Risk Management



CHECK SHEET

Pages listed below are inclusive of this tariff 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 tariff and are currently in effect as of the date on the bottom of this page.

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

* - indicates those pages included with this filing.

Date of Issue: August 30, 2017
Date Effective: August 30, 2017

Issued By: Ryan Horvath
Director of Legal Affairs & Risk Management



TABLE OF CONTENTS

Title Page	Title
Check sheet	1
Table of Contents	2
Explanation of Symbols	3
Tariff Format	4
Applicability Of Tariff	5
Accessibility Of Tariff	6
Section 1 - Technical Terms and Abbreviations	7
Section 2 - Rules and Regulations	8
Section 3 - Description of Service	14
Section 4 - Rates	18

Date of Issue: April 26, 2013
Date Effective: April 26, 2013

Issued By: Ryan Horvath
Director of Legal Affairs & Risk Management



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 discontinued or deleted material, including a listing, rate, rule or condition.
- (I) - To signify an increase in rates or charges.
- (M) - To signify material relocated from or to another part of this Tariff with no change in text, rate, rule or condition.
- (N) - To signify new material, including a listing, rate, rule or condition.
- (R) - To signify a reduction in rates or charges.
- (T) - To signify a change in the wording of the text, but no change in rate, rule or condition.

Date of Issue: April 26, 2013
Date Effective: April 26, 2013

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TARIFF 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 tariff. 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. Because of various suspension periods, deferrals, etc., the most current page number on file with the Commission is not always the tariff 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 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). The tariff user should refer to the latest Check Sheet to find out if a particular page is the most current on file with the Commission.

Date of Issue: April 26, 2013
Date Effective: April 26, 2013

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APPLICABILITY OF TARIFF

This tariff 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 Kentucky.

Only those services, terms and conditions and rates and charges approved by the Commission and contained in this tariff may be provided to Customers within the State. Filed tariffs are binding on the Company and no deviation of any kind from the filed tariff is permitted.

Date of Issue: April 26, 2013
Date Effective: April 26, 2013

Issued By: Ryan Horvath
Director of Legal Affairs & Risk Management



ACCESSIBILITY OF TARIFF

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

Correct Solutions, LLC
192 Bastille Lane, Suite 200
Ruston, LA 71270

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

Date of Issue: April 26, 2013
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Issued By: Ryan Horvath
Director of Legal Affairs & Risk Management



SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

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

Automated Collect 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 Kentucky Public Service Commission.

Correct Solutions - Used throughout this tariff to mean Correct Solutions, LLC.

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

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

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

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

(M)

(M)

(M)

(M) - Material now appears on Sheet No. 7.1.

Date of Issue: August 30, 2017
Date Effective: August 30, 2017

Issued By: Ryan Horvath
Director of Legal Affairs & Risk Management



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

LEC - Local Exchange Company.

(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)

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.

(M)

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(M)

(M) - Material formerly appeared on Sheet No. 7.



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Date Effective: August 30, 2017

Issued By: Ryan Horvath
Director of Legal Affairs & Risk Management

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 Kentucky and terminating in Kentucky. The terms of this tariff 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 tariff.

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 tariff.

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 tariff, 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 tariff 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.

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Date Effective: April 26, 2013

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

2.3 Use

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

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 tariff, if caused by any person or entity other than the Company, by any malfunction of any service or facility provided by any other carrier, by an act of God, fire, war, civil disturbance, or act of government, or by any other cause beyond the Company's direct control.

2.4.2 The Company'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 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.

2.6 Taxes and Fees

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

2.7 Billing and Payment for Service

2.7.1 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).

2.7.2 Validation of Credit

The Company reserves the right to validate the creditworthiness of Customers and billed parties and to establish a maximum predetermined credit amount. Where a requested billing method cannot be validated or maximum credit amount established, the Company may require establishment of a prepaid account

Date of Issue: April 26, 2013
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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:

Kentucky Public Service Commission
211 Sower Blvd.
Frankfort, KY 40602-0615
Telephone: (502) 564-3940
Toll Free: (800) 772-4636

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.

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

3.2 Timing of Calls

3.2.1 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 tariff, 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*

(N)

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, a per minute usage rate applies to each call. Calls are billed in full minute increments.

(C)

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.

* Pursuant to FCC Docket 12-375, the revisions shown above are effective June 20, 2016 for Jails.

(N)



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Date Effective: August 30, 2017

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Director of Legal Affairs & Risk Management

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.

Payment for Prepaid Institutional Calling Services and any Available Balance in the Prepaid Account is refundable upon request by the called party. The Available Balance expires three months from the date the last call is made on the Prepaid account. No refunds of unused balances will be issued after the expiration date.

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 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.

B. Prepaid Collect Service*

(N)

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 tariff. Deposits to the account are paid to and handled by the Company via arrangement with a vendor.

Payments will be accepted with a \$100.00 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.

(C)

(C)

(C)

* Pursuant to FCC Docket 12-375, the revisions shown above are effective June 20, 2016 for Jails.

(N)

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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.

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SECTION 4 – RATES, (CONT'D.)

4.2 Institutional Collect-Only Service Rates*

(N)

The following rates and charges apply to 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

(C)

1. Local

Rate Per Minute: \$0.83

2. IntraLATA

Rate Per Minute: \$1.49

3. InterLATA

Rate Per Minute: \$1.49

(C)

* Pursuant to FCC Docket 12-375, the revisions shown above are effective June 20, 2016 for Jails.

(N)

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SECTION 4 – RATES, (CONT'D.)

4.3 Prepaid Collect Institutional Calling Services* (N)

4.3.1 Rates and Charges

A per minute usage rate applies to all calls. (C)

A. Option A

1. Local

Rate Per Minute: \$0.83

2. IntraLATA

Rate Per Minute: \$1.49

3. InterLATA

Rate Per Minute: \$1.49 (C)

* Pursuant to FCC Docket 12-375, the revisions shown above are effective June 20, 2016 for Jails. (N)

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SECTION 4 – RATES, (CONT'D.)

4.4 Prepaid Debit Institutional Calling Services* (N)

4.4.1 Rates and Charges

A per minute usage rate applies to all calls. (C)

A. Option A

1. Local

Rate Per Minute: \$0.83

2. IntraLATA

Rate Per Minute: \$1.49

3. InterLATA

Rate Per Minute: \$1.49 (C)

* Pursuant to FCC Docket 12-375, the revisions shown above are effective June 20, 2016 for Jails. (N)

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SECTION 4 – RATES, (CONT'D.)

4.5 Ancillary Service Charges*

(D)(N)

4.5.1 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

4.5.2 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

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

Paper Bill/Statement Fees \$2.00

(D)(N)

* Pursuant to FCC Docket 12-375, the revisions shown above are effective June 20, 2016 for Jails.

(N)

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