
INTEREXCHANGE RESELLER TOLL TARIFF

*This tariff, Telephone-Pa. P.U.C. No. 2 filed by Global Tel*Link Corporation cancels and replaces, in its entirety, the current tariff on file with the Commission, Telephone-Pa. P.U.C. No. 1, issued by Global Tel*Link Corporation.*

REGULATIONS AND SCHEDULE OF CHARGES
APPLICABLE TO INTEREXCHANGE RESELLER SERVICES
WITHIN THE COMMONWEALTH OF PENNSYLVANIA
PROVIDED BY
GLOBAL TEL*LINK CORPORATION

This tariff contains the descriptions, regulations, and rates applicable to intrastate interexchange telecommunications resale services provided by Global Tel*Link Corporation ("GTL") to Correctional Institutions for use by Inmates by within the Commonwealth of Pennsylvania. This tariff is on file with the Pennsylvania Public Utility Commission. Copies may be inspected during normal business hours at the Company's principal place of business.

Issued: June 25, 2008

Effective: July 26, 2008

Issued By:

Mr. Jeffery Haidinger, President
2609 Cameron Street
Mobile, Alabama 36607

PAn0801

INTEREXCHANGE RESELLER TOLL TARIFF

LIST OF MODIFICATIONS

SUPPLEMENT NO. 3 - TELEPHONE - PA P.U.C. NO. 2

CHANGES:

3 rd Rev. Page 2	Updates List of Modifications Page;
3 rd Rev. Page 3	Updates Check Sheet;
2 nd Rev. Page 23	Increases Single Bill Fee and adds Biometric Service Charge;
1 st Rev. Page 28	Changes text;
1 st Rev. Page 29	Deletes text;
1 st Rev. Page 30	Deletes text;
2 nd Rev. Page 31	Changes text;
1 st Rev. Page 35	Changes text;
1 st Rev. Page 36	Changes text;
1 st Rev. Page 37	Changes text;
1 st Rev. Page 38	Changes text;
Original Page 40.1	Adds Prepaid Debit Accounts.

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CHECK SHEET

The following sheets are effective as of the date shown at the bottom of the respective sheet(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	
1	Original		26	Original	
2	3 rd Rev.	*	27	Original	
3	3 rd Rev.	*	28	1 st Rev.	*
4	Original		29	1 st Rev.	*
5	Original		30	1 st Rev.	*
6	Original		31	2 nd Rev.	*
7	1 st Rev.		32	1 st Rev.	
8	Original		33	Original	
9	1 st Rev.		34	Original	
10	Original		35	1 st Rev.	*
11	Original		36	1 st Rev.	*
12	Original		37	1 st Rev.	*
13	Original		38	1 st Rev.	*
14	Original		39	Original	
15	Original		40	Original	
16	Original		40.1	Original	*
17	Original				
18	Original				
19	Original				
20	Original				
21	Original				
22	Original				
23	2 nd Rev.	*			
24	Original				
25	Original				

* - indicates those pages included with this filing

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Issued: April 8, 2005

Effective: April 9, 2005

Issued By:

Craig Ferguson, President
2609 Cameron Street
Mobile, Alabama 36607

PAn0501

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SYMBOLS

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

- (C) - To signify any other changes
- (D) - To signify a rate decrease
- (I) - To signify a rate increase

ABBREVIATIONS

- HITDR** - Highest Interexchange Transporter Daytime Rate
- HITC** - Highest Interexchange Transporter Charge or Surcharge
- LATA** - Local Access and Transport Area

Issued: April 8, 2005

Effective: April 9, 2005

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Mobile, Alabama 36607

PAn0501

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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, when a new page is added between pages already in effect, a decimal is added. For example, a new page added between pages 14 and 15 would be 14.1.
- B. Page Revision Numbers** - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current page version on file with the Commission. For example, the 4th Revised Page 14 cancels the 3rd Revised Page 14. Consult the Check Sheet for the page currently in effect.
- C. Paragraph Numbering Sequence** - There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:
- 2.
 - 2.1.
 - 2.1.1.
 - 2.1.1.A.
 - 2.1.1.A.1.
 - 2.1.1.A.1.(a).
 - 2.1.1.A.1.(a).I.
 - 2.1.1.A.1.(a).I.(i).
 - 2.1.1.A.1.(a).I.(i).(1).
- D. Check Sheets** - When a tariff filing is made with the Commission, an updated Check Sheet accompanies the tariff filing. The Check Sheet lists the pages contained in the tariff, with a cross reference to the current revision number. When new pages are added, the Check Sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (*). There will be no other symbols used on this page if these are the only changes made to it (i.e., the format, etc. remain the same, just revised revision levels on some pages.)

Issued: April 8, 2005

Effective: April 9, 2005

Issued By:

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Mobile, Alabama 36607

PAn0501

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SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

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

Collect Billing - A billing arrangement whereby the originating caller may bill the charges for a call to the called party, provided the called party agrees to accept the charges.

Commission - Refers to the Pennsylvania Public Utility 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 - A person, firm, partnership, corporation or other entity which arranges for the Company to provide, discontinue or rearrange telecommunications services on behalf of itself or others; uses the Company's telecommunications services; and is responsible for payment of charges, all under the provisions and terms of this tariff. In the case of collect-only calling services provided to inmates of correctional Institutions, the called party is the Customer and is responsible for payment of charges.

Issued: April 13, 2007

Effective: April 14, 2007

Issued By:

Craig Ferguson, President
2609 Cameron Street
Mobile, Alabama 36607

PAn0701

INTEREXCHANGE RESELLER TOLL TARIFF

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

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

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

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

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

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

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

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

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

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

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

Issued: April 8, 2005

Effective: April 9, 2005

Issued By: Craig Ferguson, President
2609 Cameron Street
Mobile, Alabama 36607

PAn0501

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SECTION 2 - RULES AND REGULATIONS

2.1 Undertaking of the Company

Global Tel* Link Corporation's services and facilities are furnished to correctional institutions in Pennsylvania for communications originated by inmates of the institutions. GTL, through its call processing equipment, only provides automated collect, prepaid and debit inmate calling services. This tariff encompasses only those services provided between locations within the Commonwealth of Pennsylvania. The Company's services and facilities are available twenty-four (24) hours per day, seven (7) days per week, subject to restrictions and limitations of service imposed by the correctional institution.

The Company installs, operates, and maintains the communications services provided here in under for Inmate in accordance with the terms and conditions set forth under this tariff and through contract with the institution. The Company may act as the correctional institution's agent for ordering access connection facilities provided by other carriers or entities, when authorized by the institution, to allow connection of an institution's location to the Company's network.

2.2 Use of Service

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

Issued: April 13, 2007

Effective: April 14, 2007

Issued By: Craig Ferguson, President
2609 Cameron Street
Mobile, Alabama 36607

PAn0701

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**2.3 Limitations of Service**

- 2.3.1** Service is offered subject to the availability of the necessary facilities and equipment, and is subject to the provisions of this tariff.
- 2.3.2** Service is provided only to correctional institutions for use by authorized inmates of the institutions and is subject to any restrictions or limitations imposed by the correctional institution.
- 2.3.3** The Company reserves the right to discontinue or limit service when necessitated by conditions beyond its control, or when the Customer or Inmate is using service in violation of provisions of this tariff or the law.
- 2.3.4** The Company does not undertake to transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections.
- 2.3.5** The Company reserves the right to discontinue service, limit service, or to impose requirements on Institutions as required to meet changing regulatory or statutory rules and standards.
- 2.3.6** The Company reserves the right to discontinue service when any governmental or regulatory condition imposed upon the Company materially and negatively impacts the financial viability of the service as determined by the Company in its best business judgment.

Issued: April 8, 2005

Effective: April 9, 2005

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2609 Cameron Street
Mobile, Alabama 36607

PAn0501

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**2.4 Liability of the Company**

- 2.4.1** The Company's liability for damages arising out of mistakes, interruptions, omissions, delays, errors, or defects in transmission which occur in the course of furnishing service or facilities, in no event shall exceed an amount equivalent to the proportionate charge to the Customer or Inmate for the period during which the faults in transmission occur.
- 2.4.2** The Company shall not be liable for claim or loss, expense or damage (including indirect, special or consequential damage), for any interruption, delay, error, omission, or defect in any service, facility or transmission provided under this tariff, if caused by any person or entity other than the Company, by any malfunction of any service or facility provided by any other carrier, by an act of God, fire, war, civil disturbance, or act of government, or by any other cause beyond the Company's direct control.
- 2.4.3** The Company shall not be liable for, and shall be fully indemnified and held harmless by Customer and Inmate against any claim or loss, expense, or damage (including indirect, special or consequential damage) for defamation, libel, slander, invasion, infringement of copy-right or patent, unauthorized use of any trademark, trade name or service mark, unfair competition, interference with or misappropriation or violation of any contract, proprietary or creative right, or any other injury to any person, property or entity arising out of the material, data, information, or other content revealed to, transmitted, or used by the Company under this tariff; or for any act or omission of the Customer or Inmate; or for any personal injury or death of any person caused directly or indirectly by the installation, maintenance, location, condition, operation, failure, presence, use or removal of equipment or wiring provided by the Company, if not directly caused by negligence of the Company.
- 2.4.4** The Company shall not be liable for any defacement of or damages to the premises of an Institution resulting from the furnishing of service which is not the direct result of the Company's negligence.

Issued: April 8, 2005

Effective: April 9, 2005

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2609 Cameron Street
Mobile, Alabama 36607

PAn0501

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

2.4 Liability of the Company, (Cont'd.)

2.4.5 The Company is not liable for any act or omission of any other entity furnishing a portion of the service or any acts or omission of the Customer.

2.4.6 Service furnished by the Company may be interconnected with the services or facilities of other carriers or private systems. However, service furnished is provided solely by the Company and is not a joint undertaking with other parties.

Issued: April 8, 2005

Effective: April 9, 2005

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Mobile, Alabama 36607

PAn0501

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

2.5 Assignment or Transfer

All facilities or services provided under this tariff are directly or indirectly controlled by the Company and neither the Institution nor End User may transfer or assign the use of service or facilities without the express written consent of the Company. Such transfer or assignment shall only apply where there is no interruption of the use or location of the service or facilities.

Prior written permission from the Company is required before any assignment or transfer. All regulations and conditions contained in this tariff shall apply to all such permitted assignees or transferees, as well as all service conditions.

Issued: April 8, 2005

Effective: April 9, 2005

Issued By:

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2609 Cameron Street
Mobile, Alabama 36607

PAn0501

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**2.6 Interconnection with Institution**

The Company's facilities and service is used in conjunction with Company-provided telephone sets. The Institution is responsible for all costs at its premises, including personnel, wiring, electrical power, and the like, incurred in the use of the Company's service. Terminal equipment shall comply with the generally accepted minimum protective criteria standards of the telecommunications industry as endorsed by the Federal Communications Commission.

2.7 Installation and Termination

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

2.8 Interconnection with Other Carriers

Service furnished by the Company may be connected with the services or facilities of other carriers. Such service or facilities, if used, are provided under the terms, rates and conditions of the other carrier.

Issued: April 8, 2005

Effective: April 9, 2005

Issued By:

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Mobile, Alabama 36607

PAn0501

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

The Company does not normally require deposits. However the company reserves the right to collect a deposit from parties who are billed for collect calls from inmates, pursuant to standards established by rules set forth and maintained in accordance with Commission rules.

2.9.2 Advance Payments

The Company does not normally require advance payments for service. However, for Customers whom the Company determines an advance payment is necessary, the Company reserves the right to collect an amount not to exceed one (1) month's estimated charges as an advance payment for service. This will be applied against the next month's charges and a new advance payment may be collected for the next month, if necessary.

2.10 Payment for Service**2.10.1 Payment for Service**

The Customer is responsible for payment of all charges for services and equipment furnished to the Customer or Inmate by the Company. All charges due by the Customer are payable to the Company or to any agency duly authorized to receive such payments (such as a local exchange company).

2.10.2 Disputed Charges

Charges billed directly by the Company are due upon receipt. Amounts not paid within 20 days of the invoice will be considered past due. For charges billed directly by the Company, notice from the Customer of a dispute as to charges should be received orally or in writing by the Company as soon as possible.

The Company will promptly investigate and advise the Customer as to its findings concerning disputed charges. Adjustments to Customer's bills will be made to the extent that circumstances exist which reasonably indicate that such changes are appropriate.

Issued: April 8, 2005

Effective: April 9, 2005

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Mobile, Alabama 36607

PAn0501

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**2.10 Payment for Service, (Cont'd.)****2.10.3 Validation of Credit**

The Company reserves the right to validate the creditworthiness of Customers and billed parties through available verification procedures. Where a requested billing method cannot be validated or maximum credit amount established, the Company may refuse to provide service.

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

2.10.4 Late Payment Fee

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

2.10.5 Return Check Charge

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

Issued: April 8, 2005

Effective: April 9, 2005

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Mobile, Alabama 36607

PAn0501

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

2.11 Taxes and Fees

The Company reserves the right to bill any and all applicable taxes in addition to normal long distance usage charges, including, but not limited to: Federal Excise Tax, State Sales Tax, Municipal Taxes, Gross Receipts Tax, 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. Pay Telephone Surcharge

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

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

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

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

	Minimum	Maximum
Rate per Call	\$0.00	HITC**

** HITC – Highest Interexchange Transporter Charge

Issued: April 8, 2005

Effective: April 9, 2005

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PAn0501

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

2.12 Refusal or Discontinuance by Company

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

2.12.2 The Company may refuse or discontinue service under the following conditions :

- A.** For non-compliance with or violation of any State, municipal, or Federal law, ordinance or regulation pertaining to telephone service.
- B.** For use of telephone service for any purpose other than that described in the application.

Issued: April 8, 2005

Effective: April 9, 2005

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PAn0501

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

2.13 Refusal or Discontinuance by Company, Cont'd.

2.12.2 Contd.

- C.** For neglect or refusal to provide reasonable access to the Company or its agents for the purpose of inspection and maintenance of equipment owned by Global Tel* Link Corporation.
- D.** For noncompliance with or violation of Commission regulation or the Company's rules and regulations on file with the Commission.
- E.** In the event of Customer, Institution or Authorized User use of equipment in such a manner as to adversely affect the Company's equipment or service to others.
- F.** In the event of tampering with the equipment or services owned by the Company or its agents.

Issued: April 8, 2005

Effective: April 9, 2005

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Mobile, Alabama 36607

PAn0501

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

- G.** In the event of unauthorized or fraudulent use of service. Whenever service is discontinued for fraudulent use of service, the Company may, before restoring service, require the Customer or Institution to make, at his or her own expense, all changes in facilities or equipment necessary to eliminate illegal use and to pay an amount reasonably estimated as the loss in revenue resulting from such fraudulent use.
- H.** By reason of any order or decision of a court or other government authority having jurisdiction which prohibits the Company from furnishing such service.

2.13 Inspection, Testing and Adjustment

Upon reasonable notice, the facilities provided by the Company shall be made available to the Company for tests and adjustments as may be deemed necessary by the Company for maintenance. No interruption allowance will be granted for the time during which such tests and adjustments are made when the interruption is less than twenty-four consecutive hours.

Issued: April 8, 2005

Effective: April 9, 2005

Issued By:

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PAn0501

INTEREXCHANGE RESELLER TOLL TARIFF

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

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

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

3.2 Timing of Calls

Billing for calls placed over the Company network is based in part on the duration of the call as follows, unless otherwise specified in this tariff:

- 3.2.1** Timing of each call begins when the called station is answered (i.e. when two way communications are established.) Answer detection is based on standard industry answer detection methods, including hardware and software answer detection. For Collect Calls, charges apply only if the called party accepts the responsibility for payment. For Person to Person Calls, charges apply only if the calling party is connected with the designated called party or an agreed upon substitute.
- 3.2.2** Chargeable time for calls ends when one of the parties disconnects from the call.
- 3.2.3** Unless otherwise specified in this tariff, the minimum initial period for billing purposes is one (1) minute.
- 3.2.4** Unless otherwise specified in this tariff, billing for usage after the initial period is in full one (1) minute increments.
- 3.2.5** The Company will not knowingly bill for unanswered calls. When a Customer indicates that he/she was billed for an incomplete call, the Company will reasonably issue credit for the call.

Issued: April 8, 2005

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INTEREXCHANGE RESELLER TOLL TARIFF

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

3.3 Time of Day Rate Periods

3.3.1 Determination of Rate Periods

Unless otherwise indicated, time of day rates apply according to the following schedule. Calls are billed based on the rate in effect at the time the call begins. Calls that cross rate period boundaries are billed the rate in effect at the beginning of the call for the duration of the entire call.

	MON	TUES	WED	THUR	FRI	SAT	SUN
8:00 AM TO 5:00 PM*	DAYTIME RATE PERIOD						
5:00 PM TO 11:00 PM*	EVENING RATE PERIOD						EVE
11:00 PM TO 8:00 AM*	NIGHT/WEEKEND RATE PERIOD						

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

3.4 Miscellaneous Charges

3.4.1 Single Bill Fee

A Single Bill 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, or directly billed to Customer by Company invoice. This fee is for the purpose of offsetting Company’s billing and administrative expenses associated with offering the convenience of receiving printed inmate call charges on a Customer’s local telephone bill, or providing a paper invoice directly to Customer. This fee will be charged only 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. (C)

	Minimum	Maximum
Single Bill Fee, per month where applicable	\$1.95	HITC**

3.4.2 Biometric Service Charge

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. (C)

A. Biometric Service Charge

	Minimum	Maximum
Charge per call*	\$0.00	HITC**

* Where requested by correctional facility (C)

** HITC – Highest Interexchange Transporter Charge

INTEREXCHANGE RESELLER TOLL TARIFF

SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)**3.5 Institutional Operator Assisted Calling**

Institutional operator assisted service allows inmates to place collect calls through an automated call processing system. The call processing system prompts the inmate and the called party such that the call is completed without live operator assistance. Calls are placed on a collect-only basis to the called party.

A number of special blocking and screening capabilities are available with institutional operator services provided by the Company. These capabilities allow Institutions to control Inmate access to telecommunications services, reduce fraudulent use of the Company's services, and eliminate harassing calls to persons outside the institution.

For services provided to inmates of institutions, the following special conditions apply:

1. Calls to "900", "976" or other pay-per-call services are blocked by the Company.
2. At the request of the institution, the Company may block inmate access to toll-free numbers (e.g., 800, 888) and dialing sequences used to access other carriers or operator service providers (e.g., 950-XXXX, 10XXXX).
3. At the request of the Institution, the Company may block inmate access to "911", "411", or local operators reached through "0-" dialing.
4. At the request of the Institution, the Company may block inmate access to specific telephone numbers.
5. Availability of the Company's services may be restricted by the institution to certain hours and/or days of the week.
6. At the request of the institution, no notices or signage concerning the Company's services will be posted with its instruments. Information concerning the Company's services is provided to the administration of each institution where the Company's services are offered. Inmates may obtain information regarding rates and charges by requesting such information from the institution's administration.
7. At the request of the institution, the Company may impose time limits on local and long distance calls placed using its services.
8. At the request of the institution, equipment may be provided which permits monitoring of inmate calls by legally authorized government officials.

Issued: April 8, 2005

Effective: April 9, 2005

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PAn0501

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

3.5 Institutional Operator Assisted Calling, (Cont'd.)

3.5.1 Institutional Collect-Only Rates

A. Local Services Rates and Charges

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

1. Usage Charge

Day/Evening		Night & Weekend Rate	
Min.	Max.	Min.	Max.
\$0.07	HITDR*	\$0.028	HITDR*

2. Local Per Call Service Charges

	Minimum	Maximum
Local Per Call Charge:	\$1.75	HITC**

B. IntraLATA Services Rates and Charges

1. Usage Charges

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

	Minimum	Maximum
Rate Per Minute	\$0.45	HITDR

2. Service Charges

	Minimum	Maximum
Operator Station Collect	\$3.00	HITC**

* HITDR – Highest Interexchange Transporter Daytime Rate

** HITC – Highest Interexchange Transporter Charge

INTEREXCHANGE RESELLER TOLL TARIFF

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

3.5 Institutional Operator Assisted Calling, (Cont'd.)

3.5.1 Institutional Collect-Only Rates, (cont'd.)

C. InterLATA Services Rates and Charges

1. Usage Charges

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

	Minimum	Maximum
Rate Per Minute	\$0.45	HITDR*

2. Service Charges

	Minimum	Maximum
Operator Station Collect	\$3.00	HITC**

* HITDR – Highest Interexchange Transporter Daytime Rate

** HITC – Highest Interexchange Transporter Charge

Issued: April 8, 2005

Effective: April 9, 2005

Issued By:

Craig Ferguson, President
 2609 Cameron Street
 Mobile, Alabama 36607

PAn0501

INTEREXCHANGE RESELLER TOLL TARIFF

SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)**3.6 Prepaid Institutional Service****3.6.1 Applicability**

Prepaid Institutional Service calls are originated by entering a Personal Account Code. The Company's system informs the Customer (i.e., inmate) of the Available Usage Balance remaining in his/her Prepaid Account and prompts the Customer to place a call by entering a destination telephone number. Network usage for calls placed is deducted from the Available Usage Balance in the Customer's Account on a real time basis as the call progresses. With Prepaid Institutional Service, the Customer may purchase a voucher in any denomination. A Personal Account Code is assigned to each voucher with instructions for accessing and using the service. All monetary transactions take place between the institution and the Customer, and are under the direct and complete control of the institution.

Prepaid Institutional Service allows the Customer to make calls up to the total amount purchased divided by the per minute rate. Vouchers are not renewable. No minimum service period applies. Available Usage on the Customer's voucher is non-refundable.

Prepaid Institutional Service rates are not distance or time of day sensitive. Holiday discounts do not apply. Network usage for Prepaid Institutional Account Calls is deducted from the Available Usage Balance in Customer's Prepaid Account in full minute increments. For debiting purposes, call timing is rounded up to the nearest one (1) minute increment after the initial minimum period of one (1) minute. Usage charges are computed and rounded up to the nearest penny on a per call basis.

Account balances as well as rates and charges are available from the system upon access to place a call.

Issued: April 8, 2005

Effective: April 9, 2005

Issued By:

Craig Ferguson, President
2609 Cameron Street
Mobile, Alabama 36607

PAn0501

INTEREXCHANGE RESELLER TOLL TARIFF

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

3.6 Prepaid Institutional Service, (Cont'd.)

3.6.1 Applicability, (Cont'd.)

The Company's Prepaid Institutional Service is available 24 hours a day, seven days per week. The number of available accounts is subject to technical limitations. Accounts will be made available to Customers at the discretion of the Institution.

A. Exclusions

- Calls to 700, 800, 900 numbers
- Calls to Directory Assistance
- 911 calls to emergency services
- Air to ground and high seas service
- Calls to live operators

B. Service Availability

1. All calls must be charged against an Institution Prepaid voucher that has sufficient available balance.
2. Calls in progress will be terminated by the Company if the balance on the voucher is insufficient to continue the call.

3.6.2 Prepaid Basic Rates

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

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INTEREXCHANGE RESELLER TOLL TARIFF

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

3.6 [Reserved for Future Use]

(C)

(C)

Issued: June 25, 2008

Effective: June 26, 2008

Issued By:

Mr. Jeffery Haidinger, President
2609 Cameron Street
Mobile, Alabama 36607

PAn0801

INTEREXCHANGE RESELLER TOLL TARIFF

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

3.6 [Reserved for Future Use]

(C)

(C)

Issued: June 25, 2008

Effective: June 26, 2008

Issued By:

Mr. Jeffery Haidinger, President
2609 Cameron Street
Mobile, Alabama 36607

PAn0801

INTEREXCHANGE RESELLER TOLL TARIFF

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

3.7 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.

The minimum amount required to set up the Advance Pay Account is \$25.00. Upon request, and after the required minimum payment is received, the Company will provide the Customer with a personal identification number (PIN) and a toll-free number to call in order to set up the account information, including the permissible numbers that the inmate may call.

Additional payments will be accepted with a \$50.00 payment maximum. Initial and additional payments into the account may be made by cash, check, credit card or Western Union. Transaction fees will apply for credit card and check by phone transactions. All payments will be subject to applicable taxes.

When an inmate places a call, the Customer is informed of both the caller's identity and the account balance prior to accepting the call. Customers may also contact the Company's toll-free customer service number for account balance information at any time.

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

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

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

(C)

(C)

INTEREXCHANGE RESELLER TOLL TARIFF

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

3.7 Advance Pay Accounts, (Cont'd.)

3.7.1 Rates and Charges

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

Issued: April 13, 2007

Effective: April 14, 2007

Issued By:

Craig Ferguson, President
2609 Cameron Street
Mobile, Alabama 36607

PAn0701

INTEREXCHANGE RESELLER TOLL TARIFF

SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)**3.8 Confinement Services – State Department of Corrections****3.8.1 Maximum Security Collect Service**

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

If a Customer's telecommunications payment history is not acceptable to the Company or if a Customer's telecommunications payment history is unknown or indeterminable, Customer may be required, at any time, to provide (i) pre-invoice payment based on usage incurred; (ii) a valid major credit card account number from an issuer acceptable to the Company and authorization for the Company to charge usage to your credit card account; or (iii) agreement that Customer usage of the Company network and services will be subject to toll usage limits to be determined by the Company. Prior to Customer compliance with this request, the Company reserves the right to cease accepting and processing service. The Company may request subsequent additional Customer pre-invoice payments for usage and may increase or decrease Customer toll usage limits as the Company deems appropriate. The Company may refuse to furnish services if any charges are owed by Customer to the Company or any Company affiliate, or charges are past due for service(s) received by Customer.

Billing Methods

There are two billing methods for Maximum Security Collect Service calls:

- 1) via the Customer's Local Exchange carrier's invoice, or
- 2) via a Direct Bill to Customer from the Company.

The following further details the Customer billing and billing methods above.

INTEREXCHANGE RESELLER TOLL TARIFF

SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)**3.8 Confinement Services – State Department of Corrections, (Cont'd.)****3.8.1 Maximum Security Collect Service, (cont'd.)****A. Billable Local Exchange Carrier Program**

- 1. Less Than \$100 a Month -** Maximum Security Collect Service Customers whose local exchange provider has a billing and collections agreement with the Company, and who have less than a volume of \$100 in the last 30 days of Maximum Security Collect services, can be billed via their local exchange carrier provided that the Customer is not a high risk customer as defined in Section C.
- 2. Greater Than \$100 a Month -** Maximum Security Collect Service Customers whose local exchange provider has a billing and collections agreement with the Company, and who have more than a volume of \$100 in the last 30 days of Maximum Security Collect services, will be required to setup a direct billed account with the Company with certain restrictions as identified below and provided the Customer is not a high risk customer as defined in Section C.
 - i. For these Customers, the initial balance dollar limit will be \$100.

Available only to customers in equal access exchange areas.

- ii. Three attempts will be made to notify the Customer, via a voice response unit, that the Customers billing method is changing to a Direct Billing Arrangement by the Company. The Customer must call the Company, within two (2) calendar days, and provide a verifiable Customer telephone number and associated Customer billing name and billing address (BNA). Otherwise, the Customer's telephone number will be subject to blocking by the Company until BNA information is verified.

Issued: April 13, 2007

Effective: April 14, 2007

Issued By:

Craig Ferguson, President
2609 Cameron Street
Mobile, Alabama 36607

PAn0701a

INTEREXCHANGE RESELLER TOLL TARIFF

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

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

3.8.1 Maximum Security Collect Service, (Cont'd.)

A. Billable Local Exchange Carrier Program, (Cont'd.) (C)

3. Program Criteria (C)

- i.** Following setup of the Direct Billed account, the Customer will no longer be billed for Maximum Security Collect Services via their local exchange carrier. (C)
- ii.** At the time of account establishment, the Customer will be allowed to accept a predetermined dollar limit of Maximum Security collect calls. When the dollar limit is exceeded by the Customer, the telephone number will be blocked by the Company until a payment is made. (C)
- iii.** Customer payments may be made to the Company multiple times within a month to reset or pay down the dollar limit. This allows Customers to receive unlimited calls in a month as long as a Customer payment is made prior to the dollar limit having been reached. (C)
- iv.** Customer payments may be made via a Customer owned credit card by calling the Company toll free or via a Company voice response unit called, or via a check/money order using a remittance slip that is furnished to the Customer upon Customer request. (C)
- v.** Available only to customers in equal access exchange areas. (C)

INTEREXCHANGE RESELLER TOLL TARIFF

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

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

3.8.1 Maximum Security Collect Service, (Cont'd.)

A. Billable Local Exchange Carrier Program, (Cont'd.) (C)

3. Program Criteria, (Cont'd.) (C)

vi. At the time of Customer account establishment, the Customer may be required to provide the Company a copy of their most recent local exchange providers Customer telephone bill. The Company reserves the right to deny service to Customer if the associated telephone number and billing name and billing address on the telephone bill do not match the information provided by the Customer, or if the bill reflects that the Customer is not paid in full for telephone services. During account establishment the Customer will receive a detailed explanation of the program and after account establishment the Customer will receive a letter from the Company explaining the program in detail. (C)

vii. Following three discreet consecutive months of Company direct billed proven good payment history, the Customer may request that the Company increase the Customer's dollar limit by the amount reflected in the table below. The Company reserves the right to lower the Customer's dollar limit if the Customer has not paid Company invoices on time. (C)

If the Dollar Limit is:	The next Dollar Limit is:
\$100	\$150
\$150	\$200
\$200	\$250

INTEREXCHANGE RESELLER TOLL TARIFF

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

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

3.8.1 Maximum Security Collect Service, (Cont'd.)

A. Billable Local Exchange Carrier Program, (Cont'd.) (C)

3. Program Criteria, (Cont'd.) (C)

viii. The Customer will receive from the Company monthly invoices for the services received based upon the Company's monthly billing periods. (C)

ix. Customer amounts not paid within twenty-one (21) calendar days of the invoice date, on the Customer's direct billed account, will be considered by the Company as past due. Available only to customers in equal access exchange areas. (C)

x. The Company will provide an automated voice response message to the Customer advising the Customer that their dollar limit is about to be reached (within \$25). Instructions on how to make payments will also be communicated (as outlined in B.4 above). When dollar limit is reached, a second automated voice response message to the Customer will advise the Customer that their dollar limit has been reached and their telephone number is now blocked). Instructions on how to make payments will also be communicated. (C)

INTEREXCHANGE RESELLER TOLL TARIFF

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

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

3.8.1 Maximum Security Collect Service, (Cont'd.)

B. High Risk Customer

(C)

Maximum Security Collect Service Customers who meet one or more of the following criteria are not eligible for billing through their local exchange carrier or through the Direct billed program.

1. Identification of High Risk Customer

- (a) A Customer who has a Line Information Database (LIDB) block that has been imposed by their Local Exchange provider and the Customer is not able to resolve this LIDB block by having it removed in order to receive collect calls.
- (b) A Customer who has a block on their line by the Company because Customer is past due on a bill for any of the Company's products/services.
- (c) A Customer who was already on a Direct Billed account for receiving Maximum Security calls, but failed to pay these bills on-time and who was sent to collections.

Available only to customers in equal access exchange areas.

INTEREXCHANGE RESELLER TOLL TARIFF

SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)**3.8 Confinement Services – State Department of Corrections, (Cont'd.)****3.8.1 Maximum Security Collect Service, (cont'd.)****D. Maximum Security Restrictions on the Use of Service [applies to either billing method)**

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

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

1. The Customer refuses to furnish information to the Company regarding the customer's payment history, its past or current use of services, or its planned use of service(s);
2. The Customer provides false information to the Company regarding the Customer's identity or address;
3. The Customer did not validate the Customer's identity or address as requested by the Company;
4. The Customer did not update Customer's address or identity on a change that the Customer incurred; or
5. The Customer states that Customer will not comply with a request of the Company for payment of any past due payments or prepayments.

Available only to customers in equal access exchange areas.

INTEREXCHANGE RESELLER TOLL TARIFF

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

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

3.8.1 Maximum Security Collect Service, (cont'd.)

E. Rates

Local:

Per Minute Rate	\$0.00
Per Call Surcharge	\$1.65

InterLATA:

Per Minute Rate	\$0.26
Per Call Surcharge	\$2.35

IntraLATA:

Per Minute Rate	\$0.15
Per Call Surcharge	\$1.45

INTEREXCHANGE RESELLER TOLL TARIFF

SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)**3.9 Institutional Prepaid Operator Assisted Calling****3.9.1 Prepaid Debit Accounts**

With a Prepaid Debit Account, each inmate has the option to transfer funds from his/her personal account to his/her telephone account. This is accomplished by facility personnel or through a direct interface between the commissary system and/or booking account and the inmate phone system. This account is associated with the inmate's Personal Identification Number (PIN.) When the inmate places a call, he/she has the option of calling collect or prepaid/debit. Once debit is selected, the inmate enters the PIN and called telephone number. All deposits to the account are paid to and handled by the entity managing the account, e.g., JMS, facility, commissary, etc. The Company receives payment from the Institution; it does not engage in direct monetary transactions with the inmate.

The Company's system automatically informs the caller of the Available Usage Balance remaining in the Prepaid Debit Account, and provides prompts to place the call by entering the destination telephone number. Network usage is deducted from the Available Usage Balance in the account on a real time basis as the call progresses.

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

3.9.2 Rates and Charges

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