

TITLE PAGE

INSTITUTIONAL TELECOMMUNICATIONS PRICE LIST

This Price List contains the descriptions, regulations, and rates applicable to the furnishing of intrastate interexchange telecommunications services provided by Encartele, Inc. ("Encartele") to inmates of correctional or confinement institutions within the State of Idaho. This Price List is on file with the Idaho Public Utilities Commission. Copies may be inspected during normal business hours at the Company's principal place of business.

Issued: December 9, 2015

Effective:

Issued by: Scott Moreland, President
8210 South 109th
La Vista, NE 68128

Idaho Public Utilities Commission
Office of the Secretary
ACCEPTED FOR FILING
December 19, 2015
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SYMBOLS

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

- (C) – To signify changed regulation
- (D) – Delete or discontinue
- (I) – Change resulting in an increase to a rate
- (M) – Moved from another Price List location
- (N) – New
- (R) – Change resulting in a reduction to a rate
- (T) – Change in text but no change to rate or charge

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PRICE LIST FORMAT

- A. Page Numbering – Page numbers appear in the upper right corner of the Page. Pages are numbered sequentially. However, new Pages are occasionally added to the Price List. When a new Page is added between Pages already in effect, a decimal is added. For example, a new Page added between Pages 9 and 10 would be 9.1
- B. Page Revision - Page numbers also appear in the upper right hand corner of each Page where applicable. These numbers are used to determine the most current Page version on file with the Idaho Public Utilities Commission (hereinafter ID PUC). For example, the 4th revised Page 9 cancels the 3rd revised Page 9. Consult the latest Check Page 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 Pages – When a Price List is made with the ID PUC, an updated check Page is included. The check Page lists the Pages contained in the Price List, with a cross-reference to the current revision number. When new pages are added, the check Page is changed to reflect the revision. An asterisk designates all revisions made in a given filing (*). There will be no other symbols used on this page if these are the only changes made to it (i.e. the format, etc. remains the same, just revised revision levels on some pages). The Price List user should refer to the latest check Page to find out if a particular Page is the most current on file with the ID PUC.

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APPLICATION OF PRICE LIST

This Price List contains the regulations and rates applicable to the provision of intrastate resale common carrier communications and automated operator services by Encartele, Inc. for use by inmates in correctional institutions within the State of Idaho.

SERVICE AREA MAP

Encartele, Inc. will provide intrastate automated operator-assisted inmate calling services throughout the State of Idaho.

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SECTION 1 – TECHNICAL TERMS AND ABBREVIATIONS

The following terms and abbreviations have the defined meaning as used in the Price List when they are capitalized.

- 1.1 **ACCESS LINE** – A telephone line provided by the LEC to the Company that connects the Encartele, Inc. Inmate Telephone System in a Correctional Facility with the switched public network through the facilities of the LEC.
- 1.2 **AUTOMATED COLLECT CALL** - Calls billed to the called party that are completed through 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.
- 1.3 **COMPANY OR CARRIER** - Encartele, Inc. unless otherwise clearly indicated by the context.
- 1.4 **CORRECTIONAL OR CONFINEMENT FACILITY**· Used throughout this Price List to refer to any type of confinement facility, including prisons, jails, work farms, detention centers or other facilities used for penalty or confinement purposes.
- 1.5 **CUSTOMER** – The individual firm or corporation or other entity that receives and agrees to pay for telecommunication services from the Company; specifically, the entity accepting a collect call from a Correctional Facility.
- 1.6 **ENCARTELE** - Used throughout this Price List to mean Encartele, Inc., the issuer of this Price List.
- 1.7 **INMATE** – An individual who is detained in a Correctional or Confinement Facility.
- 1.8 **LEC** – Local Exchange Company is the utility providing local service to the immediate area of a Correctional Facility.
- 1.9 **SUBSCRIBER** - The correctional institution which orders or uses the Company's service and is responsible for compliance with Price List regulations. The Subscriber enters into an agreement with the Company for the provision of collect-only automated operator assisted telecommunications services for use by inmates.

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SECTION 2 – RULES AND REGULATIONS

2.1 Undertaking of Encartele, Inc.

The Company's services and facilities are furnished for communications originating at correctional or confinement institutions within the State of Idaho. The terms of this Price List apply to the Company's intrastate calls.

The Company provides for the installation, operation and maintenance of the communications services provided herein in accordance with the terms and conditions set forth under this Price List. The Company may act as the Subscriber's agent for ordering access connection facilities provided by other carriers or entities, when authorized by the Customer, to allow connection of a Subscriber's location to the Company's services. The Customer shall be responsible for all charges due for such service arrangement.

The Company's services and facilities are provided on a monthly basis unless otherwise provided, and 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 of confinement/correctional institutions.
- 2.2.2 Service is offered subject to the availability of the necessary facilities or equipment and subject to the provisions of this Price List.
- 2.2.3 The Company reserves the right to discontinue or limit service when necessitated by conditions beyond its control, or when the Customer is using service in violation of provisions of this Price List, 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 and services provided under this Price List are controlled by the Company may not be transferred or assigned to or by any party other than the Company without its express written consent. Such transfer or assignment shall only apply where there is no interruption of the use or location of the service or facilities. Any new transferee or assignee shall be bound by this Price List.
- 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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SECTION 2 – RULES AND REGULATIONS (Cont'd)

2.3 Use

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

2.4 Liabilities 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 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 Price List, 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 be held harmless by the Subscriber or Customer against any claim or loss, expense, or damage (including indirect, special or consequential damage) for defamation, libel, slander, invasion, infringement of copyright 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 Price List; or for any act or omission of the Customer or Subscriber; 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 a Customer or Subscriber resulting from the furnishing of service which is not the direct result of the Company's negligence.
- 2.4.5 Except when a court of competent jurisdiction finds that gross negligence, willful neglect, or willful misconduct on the Company's part has been a contributing factor, the liability of the Company for any 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) or transmission provided under this price list shall not exceed an amount equivalent to the charge to the Customer for the interrupted call.

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SECTION 2 – RULES AND REGULATIONS (Cont'd)**2.5 Deposits and Advance Payments****2.5.1 Deposits**

The Company does not normally require deposits. However, the company reserves the right to collect a deposit from customers whose credit history is unacceptable or unknown to the Company. Deposits, if collected, will be collected and maintained in accordance with Commission rules.

For services provided to inmates of confinement facilities, the Company may require a deposit from billed parties for charges which exceed a maximum credit amount predetermined by the Company based on the Customer's credit worthiness. The Customer may exceed this predetermined credit amount by first paying a deposit to the Company in an amount equal to the amount of additional credit authorization requested by the Customer.

2.5.2 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.

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SECTION 2 – RULES AND REGULATIONS (Cont'd)**2.6 Taxes**

All state and local taxes (i.e., gross receipts tax, sales tax and municipal utilities tax) are listed as separate line items and are not included in the quoted rates.

2.6.1 Public 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 telephone used to access the Company's services. This surcharge, which is in addition to standard Price Listed 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's service and is unrelated to the service accessed from the pay telephone.

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

Whenever possible, the Public Pay Telephone Surcharge will appear on the same invoice containing the usage charges for the surcharged call. In cases where proper pay 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 from a carrier that the originating station is an eligible pay telephone.

The Public 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.

Intra/InterLATA Rate per Call \$0.56

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SECTION 2 – RULES AND REGULATIONS (Cont'd)

2.7 Terminal Equipment

Company-provided facilities and service may be used with or terminated in Company-or Subscriber -provided terminal equipment or communications systems, such as a telephone set, PBX or key system. 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.

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SECTION 2 – RULES AND REGULATIONS (Cont'd)

2.8 Payment for Services

2.8.1 Payment for Services

The Customer is responsible for payment of all charges for services and equipment furnished to the Customer by Encartele.

- A. For operator assisted and institutional service calls, all charges due by the Customer are payable to the Company or any agent duly authorized to receive such payments. The billing agency may be the Company, a local exchange telephone company, or other billing service. Terms of payment shall be according to the rules and regulations of the agent and subject to the rules of regulatory agencies having jurisdiction.

2.8.2 Disputed Charges

Charges billed directly by the Company are due upon receipt. Amounts not paid within 10 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 must be received in writing by the Company within thirty (30) days after the date of the invoice. Otherwise, all charges will be considered correct and binding.

For charges billed through the Customer's local exchange carrier, notification form of disputed charges must be received in writing by the Company within ninety (90) days after the date of the bill is issued. Otherwise, all charges will be considered correct and binding on the Customer.

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

Customers unable to resolve a dispute with the company may submit any inquiry or complaint to the:

Idaho Public Utilities Commission
472 West Washington Statehouse
Boise, ID 83720-0074
Telephone: 208-334-0300

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SECTION 2 - RULES AND REGULATIONS, (CONT'D)**2.8 Payment for Service (Cont'd.)****2.8.3 Validation of Credit**

The Company reserves the right to validate the creditworthiness of Customers and billed parties through available verification procedures and to establish a maximum predetermined credit amount. 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 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.

2.8.4 Return Check Charge

A return check charge of \$25.00 will be assessed for checks returned for insufficient funds. Any applicable return check charges will be assessed according to the terms and conditions of this price list and pursuant to Idaho law and Idaho regulations.

2.8.5 Late Payment Fees

The Company reserves the right to assess a late payment fee of 1.5% per month on any past due balance. A balance is considered past due if unpaid fifteen (15) days following the date printed on the bill listing amounts owed by the Customer. Any applicable late payment fees will be assessed according to the terms and conditions of the Company or its billing agent.

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

2.9 Interconnection

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. The Customer is responsible for all charges billed by other carriers for use in connection with the Company's service. Any special interface equipment or facilities necessary to achieve compatibility between carriers is the responsibility of the Subscriber.

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

2.10 Refusal or Discontinuance by Company

2.10.1 The Company may refuse or discontinue service with proper notice to the Customer or Subscriber for any of the following reasons:

- A. For failure of the Customer to pay a bill for service when it is due.
- B. For failure of the Customer or Subscriber to make proper application for service.
- C. For Customer's or Subscriber's violation of any of the Company's rules on file with the Commission.
- D. For failure of the Subscriber to provide the Company reasonable access to its equipment and property.
- E. For Subscriber's breach of the contract for service between the Company and the Subscriber.
- F. 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.
- G. When necessary for the Company to comply with any order or request of any governmental authority having jurisdiction.

2.10.2 The Company may refuse or discontinue service without notice to the Customer or Subscriber for any of the following reasons:

- A. In the event of tampering with the Company's equipment.
- B. 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.
- C. 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 or the Company's service to others.
- D. In the event of fraudulent use of the service.

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

2.11 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.

2.12 Call Restrictions

Calling capabilities may be restricted by the administration of the correctional or confinement institutions. The following type 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.

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SECTION 3 – DESCRIPTION OF SERVICES AND RATES

3.1 General

Service is offered to inmates of correctional or confinement facilities for outward-only calling. Collect calls may be billed to residential or business lines. Billing information will be validated.

3.2 Timing of Calls

3.2.1 Long distance usage charges are based on the actual usage of the Company's network, after the initial call minimum has been met. 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 three minutes.

3.2.4 Unless otherwise specified in this Price List, for billing purposes usage is measured and rounded to the next higher full minute.

3.2.5 No charges apply for incomplete calls or for calls to called parties who do not accept the charges for the call. The Company 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 AND RATES, (CONT'D)

3.3 Institutional Automated Collect Operator Service

Encartele, Inc. provides Institutional Automated Collect Operator Service to inmates of confinement facilities. 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. A per-call service charge applies to each call.

Institutional automated collect operator service allows inmates to make collect calls to terminating locations anywhere within the state. An automated system prompts the caller and the called party through user - friendly 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 terminated by Encartele's system. Use of the automated collect calling service is subject to both the rules and regulations of the Commission and the institution's administrative restrictions.

3.3.1 Classes of Calls

Automated Collect Calling: are calls which are placed by an Inmate who dials all of the digits required to route the call and who follows the Encartele system prompts, enabling the Called Party to accept the charges for the call. If the Called Party does not accept the call, the call is terminated and no billing applies.

Prepaid Calling: Prepaid Calling is a prepaid calling account used by inmates and their families to pay for telephone calls. The Customer establishes a Prepaid Account and adds money to their Prepaid Accounts from time to time. When an inmate places a call to the telephone number associated with the Prepaid Account, a message will inform the Customer of how much money is available in their debit account. Prepaid accounts are available to all customers. These accounts give customers the ability to control the amount of calls occurring to a specific telephone number. The call will be made with the Customer's phone account debited for the cost of the call. The Customer will not be charged for the call on their monthly phone bill under the Prepaid Account system. Within the prepaid system, customers can setup an account either online or through Encartele's operator center whereby they can then make deposits for calling time. After an approved deposit is processed into an account, Customers can then start receiving calls.

Prepaid Calling Card: Prepaid Calling Card service is an optional service that is made available to our correctional facility partners. The prepaid calling cards are sold directly to the correctional facility residents through the institutions commissary system. These cards can only be utilized on Encartele's network and may not be used outside the correctional facility. Prepaid cards are sold in multiple denominations which are determined by the correctional institution. \$5.00 and \$10.00 denominations are the most typical. Residents that purchase prepaid calling cards can place calls to domestic US telephone numbers as well as international telephone numbers. When an inmate places a call using the Prepaid Account, a message will inform the inmate of how much money is available in their prepaid account. All telephone numbers that are called through the prepaid calling card system are subject to Encartele's telephone number screening system which prevents calls being placed to designated blocked numbers.

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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 Encartele, Inc. long distance service. No fixed monthly recurring charges apply.

4.2 Time of Day Rate Periods

Rates for service are not time of day sensitive.

4.3 Encartele Institutional Service Rates

The following rates apply to outbound collect-only operator assisted calls placed by inmates in correctional institutions using the Encartele network. The minimum call duration for billing purposes is three (3) minutes. Additional usage is measured and rounded to the next higher full minute increment for billing purposes.

4.3.1 Institutional Automated Collect Operator Service Rates and Charges - Plan A

A. Institutional Collect – Local Calls

1. Local Usage
Rate per Call: \$0.50
2. Local per Call Service Charges
Operator Charge: \$3.60

B. Institutional Collect – IntraLATA Calls

1. IntraLATA Usage
Rate per Minute: \$0.45
2. IntraLATA per Call Service Charges
Operator Charge: \$3.50

C. Institutional Collect – InterLATA Calls

1. InterLATA Usage
Rate per Minute: \$0.45
2. InterLATA per Call Service Charges
Operator Charge \$3.50

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SECTION 4 - RATES, (CONT'D.)

4.3 Encartele Institutional Service Rates

The following rates apply to outbound collect-only operator assisted calls placed by inmates in correctional institutions using the Encartele network. The minimum call duration for billing purposes is three (3) minutes. Additional usage is measured and rounded to the next higher full minute increment for billing purposes.

4.3.2 Institutional Automated Collect Operator Service Rates and Charges - Plan B

A. Institutional Collect – Local Calls

1. Local Usage

Rate per Call: \$0.50

2. Local per Call Service Charges

Operator Charge: \$3.45

B. Institutional Collect – IntraLATA Calls

1. IntraLATA Usage

Rate per Minute: \$0.40

2. IntraLATA per Call Service Charges

Operator Charge: \$3.50

C. Institutional Collect – InterLATA Calls

1. InterLATA Usage

Rate per Minute: \$0.40

2. InterLATA per Call Service Charges

Operator Charge \$3.50

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SECTION 4 - RATES, (CONT'D.)

4.3 Encartele Institutional Service Rates

The following rates apply to outbound collect-only operator assisted calls placed by inmates in correctional institutions using the Encartele network. The minimum call duration for billing purposes is three (3) minutes. Additional usage is measured and rounded to the next higher full minute increment for billing purposes.

4.3.3 Institutional Automated Collect Operator Service Rates and Charges - Plan C

A. Institutional Collect – Local Calls

1. Local Usage

Rate per Call: \$0.50

2. Local per Call Service Charges

Operator Charge: \$3.45

B. Institutional Collect – IntraLATA Calls

1. IntraLATA Usage

Rate per Minute: \$0.45

2. IntraLATA per Call Service Charges

Operator Charge: \$3.50

C. Institutional Collect – InterLATA Calls

1. InterLATA Usage

Rate per Minute: \$0.45

2. InterLATA per Call Service Charges

Operator Charge \$3.50

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SECTION 4 - RATES, (CONT'D.)

4.3 Encartele Institutional Service Rates

The following rates apply to outbound collect-only operator assisted calls placed by inmates in correctional institutions using the Encartele network. The minimum call duration for billing purposes is three (3) minutes. Additional usage is measured and rounded to the next higher full minute increment for billing purposes.

4.3.4 Institutional Automated Collect Operator Service Rates and Charges - Plan D

A. Institutional Collect – Local Calls

1. Local Usage

Rate per Call: \$0.50

2. Local per Call Service Charges

Operator Charge: \$2.30

B. Institutional Collect – IntraLATA Calls

1. IntraLATA Usage

Rate per Minute: \$0.30

2. IntraLATA per Call Service Charges

Operator Charge: \$3.50

C. Institutional Collect – InterLATA Calls

1. InterLATA Usage

Rate per Minute: \$0.30

2. InterLATA per Call Service Charges

Operator Charge \$3.50

Issued: December 9, 2015

Effective:

Issued by: Scott Moreland, President
8210 South 109th
La Vista, NE 68128

Idaho Public Utilities Commission
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ACCEPTED FOR FILING
December 19, 2015
Boise, Idaho
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SECTION 4 - RATES, (CONT'D.)

4.3 Encartele Institutional Service Rates (Cont'd)

The following rates apply to outbound prepaid operator assisted calls placed by inmates in correctional institutions using the Encartele network. These rates apply to both Prepaid Accounts and Prepaid Calling Cards. The minimum call duration for billing purposes is three (3) minutes. Additional usage is measured and rounded to the next higher full minute increment for billing purposes.

4.3.5 Institutional Automated Prepaid Operator Service Rates and Charges - Plan E

A. Intrastate Usage

Plan	Rate per Minute
A	\$.30
B	\$.40
C	\$.50
D	\$.60
E	\$.70
F	\$.75
G	\$.80
H	\$.85
I	\$.90

B. Intrastate Per Call Service Charges

Per call service charges are not assessed with Flat Rate Plan calls.

Issued: December 9, 2015

Effective:

Issued by: Scott Moreland, President
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<p>Idaho Public Utilities Commission Office of the Secretary ACCEPTED FOR FILING December 19, 2015 Boise, Idaho (Acceptance Stamp)</p>
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