

Alabama Inmate Calling Service Providers

April 2017

No entity shall present itself as a provider of Inmate Calling Service (ICS) in the State of Alabama without proper authority and certification from the Alabama Public Service Commission.

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PLEASE SEE ALABAMA PUBLIC SERVICE COMMISSION RULEMAKING DOCKET 15957 FOR FURTHER INFORMATION ON INMATE CALLING SERVICE IN THE STATE OF ALABAMA.

>Inmate Calling Service (ICS) providers will charge no more than the capped rates approved by the Alabama Public Service Commission for prisons and jails.

>Billing increments shall not exceed one (1) minute.

>Operator surcharges and/or call set-up charges shall not be assessed by the ICS provider.

>Flat rate pricing (imputed minimum call duration) shall not be used except for optional single payment collect calls to wireless recipients.

>The Alabama Utility Gross Receipts Tax applies to ICS in Alabama. Sales taxes are not applicable.

>With the exception of single payment calls, providers will only assess taxes and government fees following usage of the service. Taxes and government fees are applicable to each call after the charge for call usage is determined.

>Providers shall assess only those ancillary fees approved by the Commission.

>Providers must first petition the Commission for approval to assess any ancillary fee not specifically approved by the Commission and may not assess any ancillary fee absent a Commission Order approving the fee.

>Providers will fully disclose all services/charges assessed to inmates and/or those they call from Alabama confinement facilities, regardless of whether the provider deems the service/charge subject to the Commission's jurisdiction, in order that the Commission may make the determination regarding jurisdiction.

>Providers are prohibited from assessing any fines or penalties on inmates and/or those they call due to suspected or actual three-way call violations or for any other reason absent specific Commission approval.

>The ICS provider's kiosk receipt shall list the account to which the payment applies, the payment (deposit) amount, the date of the payment, the applicable payment ancillary fee (listed separately), and the balance applied to the inmate calling account.

For further information on Inmate Calling Services in the State of Alabama contact:

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Utility Services Division/Telecommunications

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