

November 22, 2024

Collin County Detention Facility
4300 Community Ave
McKinney, TX 75071

RE: FCC Report and Order, FCC 24-75, WC Docket Nos. 12-375 and 23-62 ("Order")
Inmate Telephone Services Agreement currently in effect between our organizations

Dear Chief Jaquess,

The FCC's recent Order (FCC 24-75, released July 22, 2024) further reduces cap limits on calling rates, sets new cap limits on video visitation rates, eliminates services fees, and limits commissions. While some of these changes do not become effective until future dates and are still subject to legal challenges, the elimination of all service fees (for processing credit/debit card purchases and the provision of Live Agent Service) took effect as of November 19, 2024 (the "Change in Law Date").

The elimination of service fees under the FCC's Order necessitates an adjustment to the compensation applicable to calling revenue under the Agreement. Effective as of the Change in Law Date (11/19/2024), Commissions shall continue to be calculated at the stated contract rate, however, the first \$0.25 of each call will be designated as non-commissionable to offset the elimination of service fees, as required by the Order. This adjustment will allow ICS to continue providing the same account funding options including Live Agent Service and the processing of credit/debit card purchases, in addition to being compliant with the requirement of the Order. As a positive, we expect the elimination of service fees will result in an increase in your calling revenue.

Delivery and receipt of this notice confirms that your facility will be in compliance with the aforementioned FCC Order, specifically with the prohibition of service fees. If you have any questions, you may contact me directly at my office (210) 581-8102 or via cell at (408) 838-1157 or you may also contact your ICS Regional Account Manager for additional information.

Sincerely,



Brendan Philbin
Vice President Product Development
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