

EXHIBIT 27

Sources for Table 4 - Refund Policies

PRISON
POLICY INITIATIVE

Table 4 - Refund policies sources

Assembled by Leah Sakala, Policy Analyst at the Prison Policy Initiative

All websites were accessed April, 2013

This table lists the source material for Table 4 in *Please Deposit All of Your Money: Kickbacks, Rates, and Hidden Fees in the Jail Telephone Industry* (Prison Policy Initiative, May 2013).

Company	Sources	Notes
AmTel	Fee source: call with customer service representative, April 15, 2013; Time to balance forfeit source: Exhibit 34, Original sheet 26, § 2.20.1. (note that the contract states a MINIMUM TIME of 60 days to get a refund)	Note on the time to balance forfeit: The customer service representative informed us that the balance was forfeited after 6 months.
Global Tel* Link	Source: http://www.gtl.net/familyandfriends/advancepay.shtml	
ICSolutions	Source: http://www.icsolutions.com/FriendsFamilyHome/Support/FAQs.aspx	
Infinity Networks	Fee source: https://www.infinitynetworks.biz/changerequest.aspx ; Time to balance forfeit source: Exhibit 37, Original Page 28	
Lattice	Fee source: interview with customer service representative April 15, 2013; Time to balance forfeit source: Exhibit 39, Original Page 14	
Legacy	Source: Interview with customer service representative, April 15, 2013.	The call with a customer service representative revealed that the exact refund fee varies by facility.
NCIC	Fee source: Exhibit 8, 2nd Revised Page 55, Original Page 54.10.1, Original Page 50; Time to balance forfeit source: Exhibit 8, 3rd Revised Page 35.	On April 19, 2013 an interview with a customer service representative reported different information: that NCIC charges a \$2.50 refund fee, and that the entire balance in the account is forfeited after 45 days of inactivity.
Pay Tel	Fee source: Exhibit 42, Original Page 28; Time to forfeit balance source: Exhibit 42, Original Page 29	
Securus	Fee source: Exhibit 43, page 4; Time to forfeit balance source: Exhibit 43, page 4	
Telmate	Fee source: Exhibit 45; Time to forfeit balance source: call with customer service April 15, 2013.	On fees: The deposit screen (Exhibit 46) says that the account balance is not refundable, but Website FAQs, "Can I get a refund for prepaid funds?" (Exhibit 45, http://www.telmate.com/friends-and-family/help/frequently-asked-questions/) lists that a refund is available and may incur a \$10 fee. However, Telmate Customer Service claimed on April 16, 2013 that they don't charge a refund fee, but that some Departments of Correction do. On refunds: on April 19, 2013 a customer service representative informed us that various refund options are available, depending on the about of time that's passed. The deposit screen, however, (see Exhibit 46) it says non refundable. Also, a separate call to customer service was met with the answer that Telmate

		issues refunds under \$50 (after a refund fee of up to \$10) in the form of a prepaid calling card usable from any telephone, and that refunds more than \$50 need not be in the form of a calling card.
Turnkey Corrections	Time to forfeit balance source: Exhibit 11	