



July 12, 2017

South Dakota Public Utilities Commission
500 East Capital Avenue
Pierre, SD 57501-5070

As per the letter dated June 13, 2017 from the South Dakota Public Utilities Commission, the Certificate of Authority granted to Lattice, Inc. in Docket TC09-089 has been cancelled effective immediately.

Lattice, Inc. hereby certifies to the South Dakota Public Utilities Commission that it has ceased collecting pre-payments as of October 2016, which was the date in which the last contract expired for the remaining correctional facility Lattice was providing service to. During the time period Lattice provided service to facilities in South Dakota, it did not sell any prepaid cards to any of the contracted facilities. The only prepaid service offered to the inmates was the "Prepaid Debit" or "PIN Debit" service. This service allows the inmate to set up his/her own prepaid account at the correctional facility. The inmates would typically set up and fund these accounts through the commissary. In a few cases it could be done through a call center or website. When the inmate was released, any remaining Pin Debit funds in the account were transferred back into their commissary account and released to the inmate. When a facility cancelled their contract with Lattice and the account was transferred to another inmate provider, any remaining pin debit account fund balances were also transferred to that provider.

As further evidence that Lattice has no outstanding prepaid service or refund obligations to South Dakota customers, we provide the following additional information:

Each correctional facility is provided a call center number to direct any customers that required a refund. Anytime a friend or family member establishes an initial account, or wants to add funds to an existing account they must agree to the terms and conditions on the website. When a payment is made through the call center, customers are directed to the website for the terms and conditions. Please see **Attachment A** for the terms and conditions that are on the website. The URL for the website is www.OURPHONEACCOUNT.COM.

In addition, Lattice provides the following language, included in its tariffs, that is provided to the customer to explain the refund procedures and policies applicable to prepaid services:

Payment for Prepaid Institutional Calling Services and any Available Usage in the Prepaid Account is refundable upon Request by the called party. The Available Usage Balance expires six months from the date the last call is made on the Prepaid account. No refunds of unused balances will be issued after the expiration date.



The Fabric of Secure Communications

At this time Lattice, Inc. believes it has satisfactorily demonstrated that it has no outstanding pre-paid service or refund obligations to South Dakota customers.

VERIFICATION

I, Paul Burgess, hereby declare that I am Chief Executive Officer of Lattice, Inc. and am authorized to make this verification on their behalf. I have read the above statement and the information set forth therein is true and correct to the best of my knowledge, information and belief.

A handwritten signature in black ink, appearing to read "Paul Burgess", is written over a horizontal line.

Paul Burgess
Chief Executive Officer
Lattice, Inc.

Sworn to and subscribed before me this 12 day of July, 2017.

A handwritten signature in blue ink, appearing to read "Dawn C. Gilbert", is written over a horizontal line.
Notary Public

My Commission expires:

DAWN C. GILBERT
Commission # 2193533
Notary Public, State of New Jersey
My Commission Expires
January 25, 2022