

AMENDMENT #01 TO MASTER SERVICES AGREEMENT

This Amendment #01 (“**Amendment**”) entered into as of the date signed by all parties listed in this preamble and effective as of April 1, 2026 (“**Amendment Effective Date**”), and amends and revises that certain **Master Services Agreement** dated October 26, 2021 as amended from time to time (the “**Agreement**”), by and between Global Tel*Link Corporation d/b/a ViaPath Technologies with an address of 3120 Fairview Park Drive, Suite 300, Falls Church, Virginia 22042 (the “**Company**”), and Burnet County, Texas with an address of 900 County Lane, Burnet, Texas 78611 (the “**Premises Provider**”) (Company and Premises Provider collectively, the “**Parties**” and each a “**Party**”). All capitalized terms not defined herein shall have the definitions set forth in the Agreement.

WHEREAS, the Parties have agreed to amend the Agreement, among other reasons, in order to address changes mandated or permitted by the Federal Communications Commission’s (“**FCC**”) Final Report and Order, Order on Reconsideration, and Further Notice of Proposed Rulemaking FCC25-75 released November 6, 2025 (the “**2025 FCC Order**”) to implement the provisions of the Martha Wright-Reed Just and Reasonable Communications Act of 2022 (“**MWR Act**”) governing incarcerated people’s communications services (“**IPCS**”), as further described below; and

WHEREAS, pursuant to the 2025 FCC Order, no compensation shall be payable to the Premises Provider for IPCS audio or video communications services under this Agreement. However, the 2025 FCC Order authorizes the addition of a Facility Cost Rate Additive to the per-minute cost of IPCS communications to recover costs reasonably incurred by the Premises Provider in making IPCS available.

1. **NOW, THEREFORE**, in consideration of the promises and covenants set forth in this Amendment, and for good and valuable consideration, the sufficiency of which is acknowledged by the Parties’ signatures, the Parties agree as follows: **Incarcerated Person Telephone Service Provisions. Exhibit A Inmate Telephone Service – Service Schedule** is hereby amended as follows:

ITS Compensation to Premises Provider	
Services	New Terms
ITS Compensation	Removed, Not Allowed
ITS Facility Cost Rate Additive	
Services	New Terms
ITS Facility Cost Rate Additive	\$0.02 per minute
Effective ITS Rates (inclusive of the Facility Cost Rate Additive)	
Services	New Terms
Interstate ITS rate per minute	\$0.12
Intrastate ITS rate per minute	\$0.12
International ITS rate per minute	\$0.12 plus applicable call termination rate
ITS Transaction Fees	
Services	New Terms
ITS Ancillary Fees	Removed, Not allowed

2. **Video Visitation Service Provisions. Exhibit C Enhanced Services - Video Visitation Service Schedule** is hereby amended as follows:



VVS Commission to Premises Provider	
Services	New Terms
VVS Commission	Removed, Not Allowed
VVS Facility Cost Rate Additive	
Services	New Terms
VVS Facility Cost Rate Additive	\$0.02 per minute
Effective VVS Rates (inclusive of VVS Facility Cost Rate Additive)	
Services	New Terms
VVS Rate per minute – remote	\$0.19

3. **Tablet Provisions.** *Exhibit B Tablet Service Schedule Enhanced Services - IP-Enabled Tablets* is hereby amended as follows:

Tablet Commissions to Premises Provider	
Services	New Terms
Enhanced Services: Paid Incarcerated Person Content Access	25%
Enhanced Services: Messaging to Incarcerated Person from Family and Friends	15%
Annual Technology Grant	\$35,000 **See Note 1
Notes:	
1. The Company will provide the Premises Provider with a Technology Grant up to the amount of thirty-five thousand dollars (\$35,000) annually, to be accrued and payable in twelve (12) monthly increments of two thousand nine hundred sixteen dollars and sixty-six cents (\$2,916.66). If the Agreement is terminated early, the Premises Provider will only be entitled to the accrued portion of the Technology Grant.	
Tablet Video Visitation Facility Cost Rate Additive	
Services	New Terms
Video Visitation Facility Cost Rate Additive	\$0.02 per minute
Tablet Rates – Enhanced Communications (inclusive of the Facility Cost Rate Additive)	
Services	New Terms
Video Visitation Rate per minute - On-Premise	\$0.19
Video Visitation Rate per minute – Remote	\$0.19
Tablet Rates – Enhanced Services	
Services	New Terms
Administration and Infrastructure Recovery Charge – per month upon first use of paid profile	\$1.99
Paid Incarcerated Person Content Access Standard Profile Rate per minute	\$0.07
Paid Incarcerated Person Content Access Promotional Profile Rate per minute	Removed
Messaging to Incarcerated Person from Family and Friends for: written message, photo attachment Rate per message	\$0.50



Tablet Replacement	\$255.00
Tablet Transaction Fees Excluding Voice Communications and Video Visitation Services	
Services	New Terms
Transaction Fees: Automated payment for credit card, debit card, and bill processing fees	Up to \$4.95 per transaction
Transaction Fees Live Agent Fee	\$5.95 per transaction
Transaction Fees: Third Party Financial Transaction Fee	Up to \$5.95 per transaction when transaction is paid via a live agent Up to \$3.00 per transaction when transaction is paid via automated payment system
Transaction Fees: New Tablet Account Setup Fee	Up to \$1.95

3.1. **Section 10, Tablet Replacement**, is hereby added to the **Tablet Service Schedule** as follows:

10. Tablet Replacement.

- a. **Replacement Conditions.** Any of the conditions set forth below must be reported immediately to the Company Onsite Technician or the Company's dedicated Field Service Manager.
 - i. **Normal Wear and Tear.** Replacement of Tablets due to normal wear and tear may be provided by Company as set forth in Section 5, Support and Maintenance.
 - ii. **Defect or Malfunction.** Replacement of Tablets that fail due to manufacturing/provisioning or software issues that cause the Tablet to no longer function will be provided by Company as set forth in Section 5, Support and Maintenance.
 - iii. **Damage or Tamper.** Replacement of Tablets that have been damaged or tampered with will not be provided by the Company, and the replacement costs of such Tablet will be the responsibility of the incarcerated person. Tablet damage or tampering includes, but is not limited to, the following: cracked or smashed screens, missing or removed internal parts, opening or prying of cases, or writing on, vandalizing, or graffitiing on Tablet.
 - iv. **Loss or Theft.** If a Tablet is lost or stolen, the incarcerated person must report the loss or theft immediately to Premises Provider staff, submit a request for replacement, and cooperate fully with efforts to retrieve the Tablet. Replacement will be subject to Company review, and incarcerated persons shall be responsible for the cost of a replacement Tablet.
 - v. **Other Incarcerated Person Violation or Misuse.** Incarcerated persons shall be responsible for the replacement costs of Tablets damaged due to misuse or violation of any Terms of Use, including intentionally, recklessly, negligently, or purposefully damaging, tampering with or destroying a Tablet.
- b. **Replacement Process.** The process for reporting damaged, lost, or stolen Tablets and requesting replacement will be mutually agreed upon and memorialized in writing during the project management phase of implementation by Company and Premises Provider via a Standard Operating Procedure ("SOP").
 - i. **Tablet Replacement Request.** Incarcerated persons and/or Premises Provider must submit a Tablet replacement request ("Tablet Replacement Request") for review and approval of the Company. The Tablet Replacement Request should include a description of the issue with the Tablet and a description of how and when the Tablet was damaged, lost, or stolen. Company



will review the Tablet Replacement Request, inspect the Tablet, and determine if additional information is needed to process the request.

- ii. Replacement Cost Invoicing/Billing. The Parties agree that the replacement cost for a Tablet is \$255.00. If it is determined that an incarcerated person is responsible for the replacement cost, Company will assess the incarcerated person directly through one or more of the following methods:
 - a. The incarcerated person remits payment through their Inmate Account to Company.
 - b. Company facilitates payment by the incarcerated person to Company through incarcerated person restitution process.
 - c. Company facilitates payment by Family and Friends through the inmate's Inmate Account to ViaPath.
- iii. Priority of Tablet Replacement. Unless otherwise agreed to in writing by the Parties, Company will prioritize replacement of Tablets due to normal wear and tear as well as defect and malfunctioning before all other.

4. In the event of any inconsistencies between the terms and conditions contained in the Agreement and the terms and conditions contained herein, the terms and conditions contained herein shall control. Except as set forth in this Amendment, the Agreement remains in full force and effect, without modification or amendment, and is hereby ratified and confirmed. This Amendment may be executed in multiple counterparts, each of which shall be an original, and all of which shall be one and the same contract. Original signatures transmitted by facsimile or electronic mail shall be effective to create such counterparts. Each person whose signature appears below warrants and represents that they have the requisite authority to execute this Amendment on behalf of the entity for which they are signing.

IN WITNESS WHEREOF, the foregoing Amendment has been executed by the Parties as of the latest date listed below.

Company
Global Tel Link Corporation
d/b/a ViaPath Technologies

Premises Provider
Burnet County, Texas

By: _____
Name: _____
Title: _____
Date: _____

By: _____
Name: _____
Title: _____
Date: _____

