



STATE OF WASHINGTON
DEPARTMENT OF CORRECTIONS
PRISONS DIVISION
P.O. Box 41118 • Olympia, Washington 98504-1118

August 6, 2020

TO: All Correctional Facility Staff and All Incarcerated Individuals

FROM: Robert Herzog, Assistant Secretary

SUBJECT: Free Calls and JPay offerings extended

In our continued response to COVID-19, the Department of Corrections is extending the following free access to phone calls indefinitely. Until the Department can resume visitation across all facilities, all incarcerated individuals will continue to receive two (2) free five (5) minute calls per week.

We have also negotiated with JPay to continue offering the following free services or discounts until at least Dec. 31, 2020:

- Free Reply Wednesdays. Every time your loved one sends an e-message to you on a Wednesday during this promotional period, the JPay system will include a prepaid reply at no additional cost. You can use the free reply at any time, but you can only reply back to the original sender.
- Two free video visitation calls added to your loved one's JPay account. The free call credits will continue to be replenished each week moving forward until further notice. Your loved one must use the video visitation credits to receive the new ones each week.
- Two free JPay Stamps in your account. The two free JPay Stamps will be replenished every Friday afternoon, so your account will have up to two free JPay Stamps each week. Please remember you must use the stamps to receive the new ones each week.

We understand the importance of maintaining communication with loved ones as the state continues to address the COVID-19 pandemic. We know these extended free services are not the same as seeing your friends and family in person, and once it is safe to resume public gathering, we will communicate plans to resume visitation.

cc: All Superintendents
Robert Herzog, Assistant Secretary

"Working Together for SAFER Communities"