




STATE OF WASHINGTON
DEPARTMENT OF CORRECTIONS
P.O. Box 41100 • Olympia, Washington 98504-1110

February 11, 2021

TO: All Incarcerated Individuals
FROM: 
Robert Herzog, Assistant Secretary
SUBJECT: JPay Offerings Extended Until Further Notice

As previously announced in a memo sent on [December 24, 2020](#), an extension of JPay offerings would continue until at least February 28, 2021. The Department has negotiated with JPay and the following free services or discounts will continue until further notice:

- 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.

Additionally, as previously announced, until the Department can safely resume visitation across all facilities, all incarcerated individuals will continue to receive two (2) free five (5) minute calls per week.

Maintaining connection and communication with loved ones is important during these challenging times. We understand 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 our [Safe Start Visitation Plans](#).

cc: All Superintendents
Robert Herzog, Assistant Secretary