

**Sent:** Wednesday, October 30, 2019

“Sent on behalf of the [Office of the Corrections Ombuds \(OCO\)](#):

To the Incarcerated Population:

We are reaching out in regard to the telecommunications contract re-negotiation process. We know you have concerns about how this project will affect you and we are aware of your desire to know that your interests are being kept at the forefront of the project. In an effort to continue to be transparent and keep you in the loop as part of the process, here is the current status:

1. Proposals were received from four vendors (Century Link, Keefe, GTL and Securus/JPAY)
2. Vendor presentations are taking place this week (Oct 29 through Nov 1). The presentations are open to family members and OCO and will include feedback sessions.
3. After the presentations, we will be conducting additional Q&A sessions with the vendors to learn more about their product and services.

We have collected feedback from both incarcerated individuals and family members representing various facilities. We know that common concerns include, but are not limited to, loss of the media you own, cost to yourselves and your families, and quality of technology and service.

We are committed to this project and to doing everything possible to get the best outcome for you and your families. We have also heard that a rumor has been going around that you need to use up all of your money on your accounts. Please know that that is not true. The new contract will not be signed until spring of 2020 at the earliest and there will be a built-in transition period. All services should continue without interruption.

We will continue to keep you updated along the way. We are asking for your patience as we work through the process. Thank you!

Joanna E. Carns | Director [Office of the Corrections Ombuds](#)”