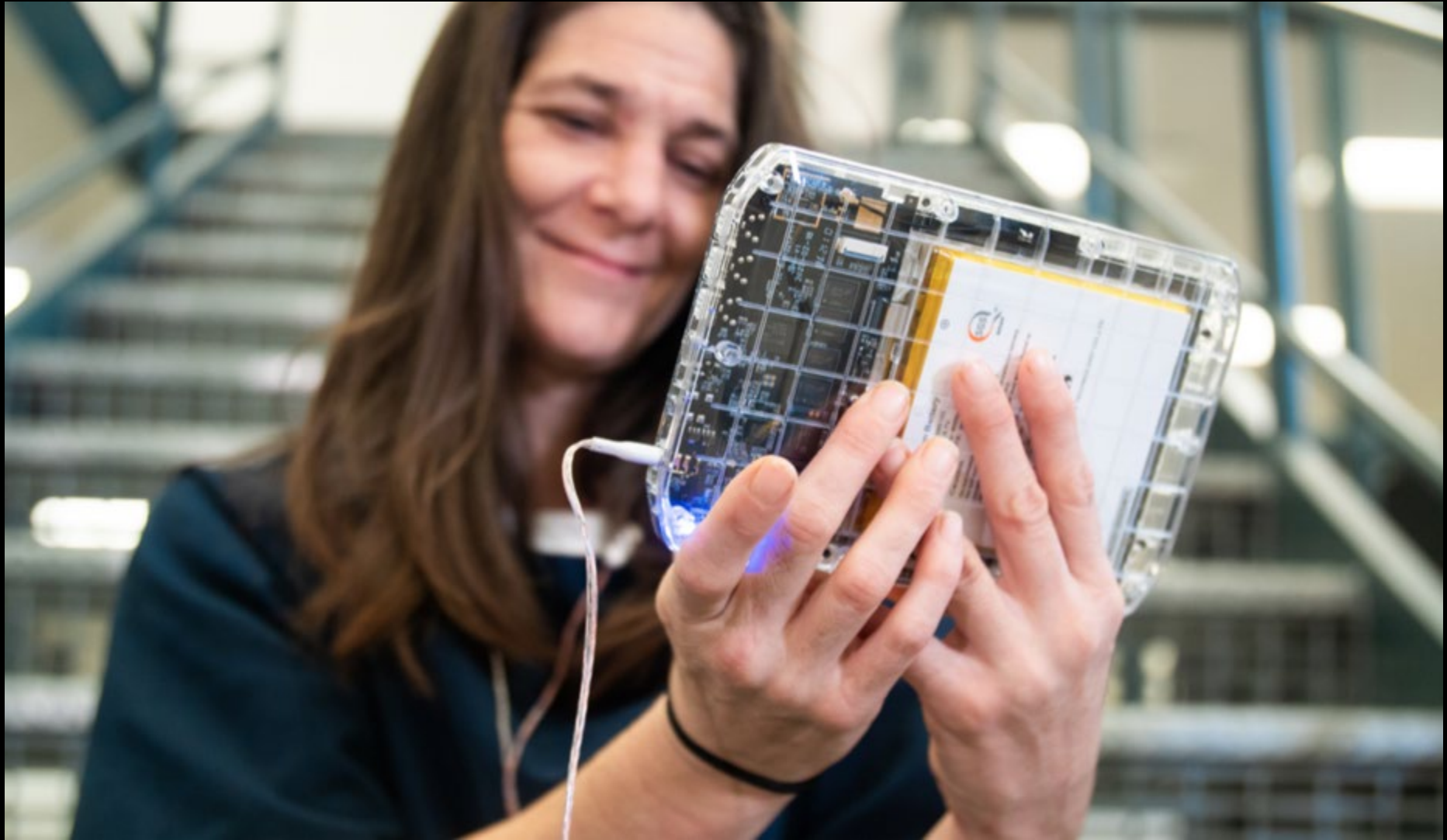


WA DOC FAMILY COUNCIL



AGENDA

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Monitoring[®]



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Introductions

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Overview of Completed Calls
and Video Visits

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Service Outages & Recovery
Process

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Q&A

January 2025 – June 2025

Staying Connected Matters - We understand how essential it is for family and friends to maintain communication with their loved ones.

Call Activity

- Total Completed Calls:** 5,183,998

Video Visit Activity

- Total Completed Video Visits:** 68,877

Service Outages

- We recognize that outages can occur
- Our team is committed to restoring services as quickly and efficiently as possible.

Technical Support & Field Response

- **Initial Response:** Technical Support conducts the first level of investigation and troubleshooting.
- **Escalation:** If the issue cannot be resolved remotely, it is escalated to Field Technicians for on-site support.
- **Resolution Process:** Field teams work to restore service and verify system stability.
- **External Coordination:** We collaborate with Local Exchange Carriers (LECs) and Internet Service Providers (ISPs) when issues stem from their infrastructure.
 - Some cases require dispatch from the LEC or ISP to resolve external equipment failures.