



Contracted Telecommunication and Electronic Media Services for Inmates in State Correctional Facilities

2025 Report to the Governor and the Legislature

As required by RCW 72.09.765

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Contracted Telecommunication and Electronic Media Services for Incarcerated Individuals in State Correctional Facilities

2025 Report to the Legislature

Legislative Directive

“By July 1st of each year, the contractor that provides inmates with access to telecommunication services and electronic media services under subsection (1) of this section shall report to the department the following information:

- (a) A summary of services offered at each correctional facility;*
- (b) Rates charged for, or associated with, providing each type of service including, but not limited to, monthly financial account maintenance fees, transaction fees associated with money transfers, per call and connection surcharges, bill statement fees, and refund fees;*
- (c) A total accounting of commissions provided to the department or correctional facility;*
- (d) A summary and accounting of services used by inmates categorized as indigent;*
- (e) One-time and ongoing costs incurred for installing and maintaining hardware;*
- (f) Average customer service response time rates per facility and the average time taken to resolve an issue or provide a refund for defective services; and*
- (g) An accounting of all revenues or losses incurred by the contractor by quarter.*

In compliance with RCW [43.01.036](#), the department shall report to the governor and legislature on contracts for telecommunication services and electronic media services under this section and the contractor's annual compliance with this section.

This section applies to any contract in effect on the effective date of this section, and to any renegotiation, renewal, or extension of such contract.”

Substitute Senate Bill [6476](#) (2020)

Executive Summary

Background

The Washington State Department of Corrections (DOC) is a public safety organization responsible for the confinement and supervision of convicted law violators within the State of Washington. Per [RCW 72.09.010](#), the correctional system should positively impact the incarcerated, discourage recidivism, reduce idleness, and link the receipt or denial of privileges to responsible behavior and accomplishments. The department recognizes the importance of acquiring and providing appropriate technology access to electronic services to the incarcerated to achieve these statutory mandates and fulfill the department's mission of improving public safety by positively changing lives.

The department's Incarcerated Technology Services (ITS) contract provides a wide variety of services, including telecommunication technology allowing individuals to make phone calls via traditional wall mounted phones and on tablets issued to individuals, along with electronic media services such as e-messaging, video visitation, movie rentals, music downloads, and digital games. The tablets include free applications such as Podcasts, Law Library, and a suite of other educational, self-help, and re-entry resources. These services promote rehabilitation by enabling individuals to maintain ties with family, friends, and the community. Additionally, these services seek to reduce recidivism and idleness and promote responsible behavior, as the use of these services is an earned privilege.

In contracting for these services, the department undertook providing the highest level of services to incarcerated individuals and their loved ones at the lowest cost. The department does not pay the contractor to perform these services. Instead, the contractor receives 100% of their compensation by charging users for services. For example, under the contract Securus charges \$.05 per minute for telephone calls and \$.16 for e-messages. The full rate schedule is provided later in this report.

Securus also returns an agreed upon amount of revenue generated under the contract to the department as commissions. Those funds are deposited into the Institutional Welfare Account, also known as the Incarcerated Individual Betterment Account (IIBF). According to [DOC 200.200](#), assets of the betterment fund are used solely for incarcerated individual betterment activities that enhance the security and orderly operation of a facility by reducing idleness and encouraging positive development of family and community ties.

Report Overview

In this report to the Governor and the Legislature, the department is required to report on the contracts for telecommunication and electronic media services, and the contractor's annual compliance with reporting requirements.

Incarcerated Technology Services Contract

The department executed a contract with Securus Technologies, an Aventi Company, in May of 2022. Following implementation activities, all facilities began using the new services in March of 2023. Contractual services include:

- Telephone Services (including wall mounted phones and issued tablets)
- E-Messaging
- Digital Games
- Media Content (movies, music, audio books, television episodes, podcasts, etc.)
- Video Visitation (as a supplement to in-person visitation)
- Commissary Ordering
- Incarcerated Banking Services
- Legal Library Access
- Edovo (an education content provider)

A copy of the current Incarcerated Technology Service contract as well as additional information can be found on the department's website at [Contracts | Washington State Department of Corrections](#).

Contractor's Annual Compliance

Securus contract compliance is based on the review of their processing of three different event types: P1, P2 and P3. Priority 1 (P1) event: A P1 is any event or defect significantly impacting the ability of users to use the services (e.g., unable to make telephone calls, video visits not working, Wi-Fi inoperable, etc.). The contract requires Securus to resolve P1 service issues in their control within 24 hours.

- **The average number of hours to close P1 events in 2025 was 14.15 hours.**

Note: *The average hours to close P1 events decreased from 201 hours in 2024.*

Priority 2 (P2) event: A P2 is any event or defect that adversely impacts the ability of users to use the solution or exposes the users to liability, and there is no workaround. The system can be used, but there are adverse impacts to users (e.g., a defect in the system causing emails not to be received until 24 hours after they should have been received, an increased download time for movies or content). The contract requires Securus to resolve P2 service issues in their control within 36 hours.

- **The average number of hours to close P2 events in 2025 was 54 hours. ***

There were P2 issues related to Starlink and IP tunnels, which required multiple dispatches to Cedar Creek Corrections Center. These outages were not within the direct control of Securus; however, they included the average hours to restore services in their yearly report. *Excluding the January Cedar Creek Events the average close time for P2 events is 16.5 hours.

Priority 3 (P3) event: A P3 is any event or defect that causes minor problems to occur that can be circumvented without difficulty or disruption to users, such as something is out of order but can be resolved in a simple way with nominal impact (e.g., commissary tablet application is not working but individuals can order commissary from another device, tablet phone calls are not working but calls can be made via the wall mounted phones, etc.). The contract requires Securus to resolve P3 service issues in their control within 72 hours.

- **The current average hours to close P3 events is 122.27 hours.**

Although the ITS contract provides a mechanism for the department to impose financial penalties for non-compliance in specific aspects of the contractor's services, such as failure to maintain operable telephones, tablet services, video visits, etc., the contractor's non-compliance in the above two areas only requires the contractor to develop a performance improvement plan designed to increase compliance (with department oversight).

Per the terms of the contract, Securus has developed the required performance improvement plan to address deficiencies in meeting the required SLAs related to *"Securus Service Response Times and Escalations"*.

The performance improvement plan identifies several actions Securus is taking to improve the resolution of P1 and P3 events, including:

- ✓ Focused daily management of service tickets and expanding data categories/tracking to determine where further efficiencies can be made.
- ✓ Increased support to ensure service tickets are entered and routed to the proper office and not entered by multiple people (Securus/facility services vs. incarcerated account services vs. customer generated help tickets).
- ✓ Requiring Securus/facility-based service events to be escalated to Securus Account Managers.
- ✓ Monitoring Securus' internal service dashboard and reporting system to identify events related to SLA requirements and more quickly identify and escalate events interrupting service.

In conclusion, while contracted telecommunications services in Washington State's Department of Corrections present certain challenges, Securus continues to partner with the Department to develop strategies to address deficiencies and performance improvements.

Attachments

Securus' Required Report, per Substitute Senate Bill 6476, is included below.

Securus Proprietary and Confidential

Product / Service	Rate	Amount	Applicable Individual
Communication			
Stamp Packages	\$2.00	6 stamps (one time)	Inmate / Customer
Stamp Packages	\$5.00	20 stamps	Inmate / Customer
Stamp Packages	\$7.50	35 stamps	Inmate / Customer
Stamp Packages	\$10.00	60 stamps	Inmate / Customer
eMail	1 stamp	per email	Inmate / Customer
Photo Attachment	1 stamp	per attachment	Customer
eCard	1 stamp	per attachment	Inmate / Customer
Video Gram	4 stamps	per Video Gram	Customer
Video Visitation	\$4.95	per 30 minute visit	Customer
Phone	\$0.05	per minute	Inmate / Customer
Media			
Songs	\$0.69 - \$1.99 + tax	per song	Inmate
Albums	\$0.99 - \$14.99 + tax	per album	Inmate
Movies	Free - \$9.99 + tax	per movie rental	Inmate
Television	\$1.70 - \$2.28 + tax	per episode	Inmate
eBooks	Free	per book	Inmate
Premium eBooks	Free - \$14.99	per book	Inmate
Audio Books	Free - \$19.00	per audio book	Inmate
Games	Free to \$7.99	per game	Inmate
Keyboard	\$19.99 + tax	per keyboard	Inmate
Replacement JP6 (7 inch) Power Adapter	\$15.99 + tax	per adapter	Inmate
Replacement JP6 (7 inch) Screen Protector	\$5.99 + tax	per protector	Inmate
Replacement Earbuds	14.99 + tax	per pair	Inmate
Payment Services			
Online/Kiosk/Mobile	\$3.25	\$0.01 to \$20.00	Customer
Online/Kiosk/Mobile	\$7.25	\$20.01 to \$100.00	Customer
Online/Kiosk/Mobile	\$8.95	\$100.01 to \$200.00	Customer
Online/Kiosk/Mobile	\$10.95	\$200.01 to \$300.00	Customer
Phone/IVR	\$3.25	\$0.01 to \$20.00	Customer
Phone/IVR	\$7.95	\$20.01 to \$100.00	Customer
Phone/IVR	\$8.95	\$100.01 to \$200.00	Customer
Phone/IVR	\$10.95	\$200.01 to \$300.00	Customer
Cash Locations (MoneyGram and Other)	\$6.95	\$0.01 to \$5,000.00	Customer
Check or Money Order	No cost	\$0.01 to \$300.00	Customer
Fees			
AdvanceConnect or Securus Debit Deposit - Family or Friends Prepaid Serv	\$0.00	per funding event for up to \$300 deposit is applied only on deposits from friends and family.	Customer
AdvanceConnect Single Call – Family or Friend Prepaid Service	\$0.00	per funding event	Customer
Securus Debit – Incarcerated Individual Money Transfer From Trust/Commissary to Securus Debit Account	Pass through cost if charged by Commissary or Trust Provider (Syscon)		
Federal Universal Service Fund ("USF")	Charged per call based on regulatory direction		
Federal Cost Recovery Fee	Charged per call based on regulatory direction		
Taxes	As required by applicable law or regulation without markup.		

Securus Proprietary and Confidential

Commissions Paid July 2024 - June 2025

Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Total
\$319,790.98	\$327,227.92	\$320,416.75	\$326,800.23	\$328,245.58	\$344,749.29	\$330,315.42	\$302,897.84	\$334,964.80	\$346,270.83	\$350,875.54	\$321,293.61	\$ 3,953,848.79

Securus Proprietary and Confidential

One-Time Labor Costs for Installing and Maintaining Hardware July 2024 - June 2025

Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	TOTAL
\$6,474.00	\$0.00	\$51,020.00	\$0.00	\$8,002.00	\$7,047.00	\$20,720.00	\$0.00	\$0.00	\$2,519.00	\$4,125.00	\$14,400.00	\$114,307.00

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Ongoing Labor Costs for Installing and Maintaining Hardware July 2024 - June 2025

Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	TOTAL
\$51,333.00	\$65,029.00	\$54,088.00	\$62,497.00	\$45,457.00	\$55,415.00	\$69,729.00	\$69,300.00	\$85,474.00	\$81,239.00	\$78,671.00	\$81,794.00	\$800,026.00

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Metrics for July 2024 through June 2025 (as of 6/24/2025)

Customer Service (Family/Friends Support)	(in MM:SS)*	WA DOC Only
Average Response Time	02:05	01:16
Average Handle Time	04:54	04:38

*based on national average

Customer Service (Incarcerated Individual Support)	Overall	WA DOC Only
Average Days to Close a Ticket	8 Days	4 days

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Revenue for July 2024 - June 2025

Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Total
\$1,134,670.82	\$1,143,296.03	\$1,121,823.87	\$1,148,262.47	\$1,150,518.72	\$1,192,099.54	\$1,136,053.03	\$1,061,429.97	\$1,179,388.61	\$1,207,742.07	\$1,223,873.00	\$1,119,312.44	\$13,818,470.57