

JPay Submission

Revised Code of Washington, Title 72, Chapter 72.09 Submission

Washington Department of Corrections (WA DOC) Telecommunications Services Report

The following information is submitted to the WA DOC in accordance with RCW 72.09.765, Subsection 3, Inmate access to telecommunication services—Contracting—Reporting

Product / Service	Rate	Amount	Applicable Individual
Communication			
Stamp Packages	\$2.00	6 stamps (one time)	Inmate / Customer
	\$5.00	20 stamps	Inmate / Customer
	\$7.50	35 stamps	Inmate / Customer
	\$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
Snap N' Send	1 stamp	per photo	Customer
Inbound VideoGram	5 stamps	per 30 second video clip	Customer
Video Visitation	\$7.95	per 30 minute visit	Customer
Media			
Songs	\$0.99 - \$2.00 + tax	per song	Inmate
Albums	\$9.99 - \$22.00 + tax	per album	Inmate
Movies	\$0.99 - \$7.99 + tax	per movie rental	Inmate
eBooks	Free	per book	Inmate
Games	\$0.99 - \$12.99	per game	Inmate
JP5mini (4.3 inch)	69.99 + tax	per tablet	Inmate / Customer
Replacement JP5mini Power Adapter	15.99 + tax	per adapter	Inmate
Replacement JP5mini Screen Protector	\$5.99 + tax	per protector	Inmate
Replacement JP5mini USB Cable	\$3.99 + tax	per cable	Inmate
JP5s (7 inch)	129.99 + tax	per tablet	Inmate / Customer
Replacement JP5s (7 inch) Power Adapter	\$15.99 + tax	per adapter	Inmate
Replacement JP5s (7 inch) Screen Protector	\$5.99 + tax	per protector	Inmate
Replacement Earbuds	14.99 + tax	per set of two earbuds	Inmate
Media Credits	\$3.50	\$0.01 - \$300.00	Customer
Payment Services			
Money Transfer (Education, Funeral, Medical, Postage and Spendable)			
Online	\$3.95	\$0.01 - \$20.00	Customer
	\$7.95	\$20.01 - \$100.00	Customer
	\$9.95	\$100.01 - \$200.00	Customer
	\$11.95	200.01 - \$300.00	Customer
Phone	\$4.95	\$0.01 - \$20.00	Customer
	\$8.95	\$20.01 - \$100.00	Customer
	\$10.95	\$100.01 - \$200.00	Customer
	\$12.95	200.01 - \$300.00	Customer
MoneyGram	\$8.95	\$0.01 - \$5000.00	Customer
Cost of Supervision			
Online	\$3.95	\$0.01 - \$20.00	Customer
	\$7.95	\$20.01 - \$100.00	Customer
	\$9.95	\$100.01 - \$200.00	Customer
	\$11.95	200.01 - \$300.00	Customer
	\$15.95	\$300.01 - \$500.00	Customer
Phone	\$4.95	\$0.01 - \$20.00	Customer
	\$8.95	\$20.01 - \$100.00	Customer
	\$10.95	\$100.01 - \$200.00	Customer
	\$12.95	200.01 - \$300.00	Customer
	\$16.95	\$300.01 - \$500.00	Customer
MoneyGram	\$8.95	\$0.01 - \$5000.00	Customer
Interstate Compact Payments			
Online	\$7.95	\$100	Customer
Phone	\$8.95	\$100	Customer
MoneyGram	\$8.95	\$100	Customer

Commissions Paid June 2020 - June 2021

Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Total
\$ 22,396.61	\$ 43,066.29	\$ 40,017.77	\$ 37,449.81	\$ 43,190.15	\$ 40,784.78	\$ 43,349.44	\$ 50,631.55	\$ 45,316.04	\$ 59,047.32	\$ 59,813.75	\$ 57,628.83	\$ 54,326.26	\$ 597,018.60

One-Time Labor Costs for Installing and Maintaining Hardware June 2020 - June 2021

JUN 2020	JUL 2020	AUG 2020	SEP 2020	OCT 2020	NOV 2020	DEC 2020	JAN 2021	FEB 2021	MAR 2021	APR 2021	MAY 2021	JUN 2021	TOTAL
\$6,141.44	\$1,869.10	\$110,263.17	\$38,163.71	\$11,990.47	\$19,635.89	\$21,936.63	\$22,087.31	\$20,524.62	\$36,529.59	\$24,135.82	\$50,866.36	\$363,111.99	\$721,114.66

Ongoing Labor Costs for Installing and Maintaining Hardware June 2020 - June 2021

JUN 2020	JUL 2020	AUG 2020	SEP 2020	OCT 2020	NOV 2020	DEC 2020	JAN 2021	FEB 2021	MAR 2021	APR 2021	MAY 2021	JUN 2021	TOTAL
\$3,306.40	\$3,033.70	\$10,558.38	\$7,548.21	\$10,680.16	\$5,245.06	\$7,525.15	\$6,139.35	\$3,285.04	\$7,525.45	\$7,179.39	\$8,197.97	\$2,900.04	\$83,124.30

Metrics for June 2020 through July 2021

Customer Service (Family / Friends Support)*

Average Response Time 5:01 minutes

Average Handle Time 4:34 minutes

**based on national average. Securus/JPay does not track data by state*

Customer Service (Incarcerated Individual Support)*

Average Days To Close a Ticket 5 days

**based on tickets submitted by all facilities.*

Revenue June 2020 - June 2021

June - August 2020	September - November 2020	December 2020 - February 2021	March - May 2021	Jun-2021	Total
\$2,348,923.08	\$2,231,252.90	\$2,599,943.69	\$2,870,543.58	\$896,237.69	\$10,946,900.94