

VAC (GTL) 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

A summary of services offered at each correctional facility:

VAC currently provides telephone communications between incarcerated individuals detained by the Washington Department of Corrections and called individuals. VAC also provides coin operated telephones at Washington Department of Corrections Work Release Centers.

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;

This information is part of the existing contract between VAC and Washington Department of Corrections whereby VAC provides phone call services. Current rates and fees are as follows:

Inmate Telephone Service Call Rates

- Intrastate and Interstate Calls \$ 0.11 per minute
- International Calls \$ 1.63 per minute

The rates charged are exclusive of taxes, and other amounts collected by VAC on behalf of, or paid to, third parties, including but not limited to payments in support of statutory authorities, such as Federal Universal Service Fee, and any costs incurred by VAC in connection with such programs.

VAC may charge certain ancillary fees, which at no time shall exceed the maximum rates authorized by the State UTC and the Order 15-136 adopted by the Federal Communications Commission on October 22, 2015. VAC and Washington DOC per the contract in place as of this submission agree that the maximum allowed fees shall be:

Fees for automated payment of credit card and bill processing fees	\$ 3.00 per use
Fee for payment using live operator	\$ 5.95 per use
Fee for paper bill/statement	\$ 2.00 per use
Fee for use of third-party money transmitter (e.g. MoneyGram, Western Union, credit call processing, transfers from third party commissary accounts)	The exact fee from the third-party provider passed through directly to the customer with no markup.
Advance Pay One Call	\$ 1.19 per call, plus the applicable per minute rate charge.

A total accounting of commissions provided to the department or correctional facility;

VAC provides Washington Department of Corrections each month with a full and current accounting of commissions:

<u>Period</u>	<u>Total Commission</u>
June 2020	\$ 372,508
July 2020	\$ 366,039
August 2020	\$ 377,140
September 2020	\$ 370,468
October 2020	\$ 365,386
November 2020	\$ 369,168
December 2020	\$ 362,179
January 2021	\$ 362,370
February 2021	\$ 392,893
March 2021	\$ 372,793
April 2021	\$ 421,243
May 2021	\$ 388,461

A summary and accounting of services used by inmates categorized as indigent;

Currently VAC provides service for use by incarcerated of Washington Department of Corrections. We have not and currently do not receive information that identifies specific incarcerated as 'indigent' and therefore cannot provide an account of the services used.

One-time and ongoing costs incurred for installing and maintaining hardware;

For the period of July 2020 through June 2021 total one-time and ongoing costs of the installation and maintenance of hardware has been \$ 179,274.39.

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

VAC does not track call center metrics by each individual call from WA DOC, or WA DOC as a facility. However, the customer service response time (average speed of answer) for all VAC on the week ending 07/09/2021 was 2 minutes and 47 seconds, and the average handling time (time resolving issues) the week ending 07/09/2021 was 6 minutes and 21 seconds.

An accounting of all revenues or losses incurred by the contractor by quarter.

The following is an account of revenue and losses incurred by VAC by quarter for the period of July 2020 through June 2020.

<u>Quarter</u>	<u>Revenues</u>	<u>Losses</u>
June - August 2020	\$3,121,985.24	\$ 0.00
September – November 2020	\$3,142,007.31	\$ 0.00
December 2020 – February 2021	\$3,030,366.37	\$ 0.00
March – May 2021	\$3,505,440.72	\$ 0.00