

PUBLIC PORTAL REQUIREMENTS

Vendor must respond to each of the requirements below:

1. **The system should provide one seamless public facing portal through which friends and family can deposit funds and interact with incarcerants (via messaging or video visitation). Describe how Vendor will meet this requirement.**

Vendor's response:

SECURUS HAS READ, UNDERSTANDS AND WILL COMPLY WITH THIS REQUIREMENT.

To provide WA DOC one public facing portal, we will provide a banner on Securus Online for family and friends of Washington incarcerants where they can select the products with which they need assistance and it will take them to the appropriate locations. It will be like a one stop shop.

In addition, once a friend or family member has logged into with Securus Online with his or her id and password, that person will be able to click a link to access the JPay public facing portal – JPay.com -- without the need to enter an id and password.

Securus significantly transforms the way family, friends and the public interact with Securus by providing an easy to use mobile-enabled web experience. Incarcerant friends and family members can manage all phone and video visitation services from Securus OnlineSM, www.secrusutech.net, including depositing funds and scheduling and conducting video visitations.

The public can sign up for Securus OnlineSM account and add various communication services – including prepaid calling services and video visitation – and manage all account settings from their smartphone, tablet, or personal computer.

Features of Securus Online include:

- **Accessible and Mobile Site** - All Apple and Android smart phones and tablet devices can access Securus Online. Securus has optimized our online experience for mobile devices. Users can make payments and view transaction histories as well as sign up for new services—features not available from other incarcerant telephone service providers.
- **Find Facilities Securus serves and products available**
- **Calling Account Funding** – Open a prepaid AdvanceConnect account to begin receiving calls immediately or deposit money onto an incarcerant debit account.
- **Get a rate quote for calls**
- **View invoices and transaction details**
- **Block and unblock calls**

Securus Online Facts (2018)


- Nearly 118k Active Users
- Nearly 2.9M page views per month
- Preferred device type to access = Smartphone

- **Setup AutoPay or TextPay** – Autopay automatically funds a user’s account with a preset amount every time their balance reaches \$10. TextPay sends a text notification when a user’s account balance reaches \$10. The user can present the amount they want to fund then reply ‘Yes’ and the account will be funded
- **Enroll, schedule and conduct remote video visitation** – Securus Video Visitation allows the public more access to visit with incarcerated loved ones.
- **Schedule onsite Video Visitation**

Securus Online

Say Hi With Our Updated Securus App.
The free Securus app lets you manage all communication, schedule and join video visits, send photos and e-Cards! Now available for Apple iPhone and iPad.

[LEARN MORE](#)




RECEIVE A CALL TODAY

Open a prepaid AdvanceConnect™ account today and begin receiving calls immediately.

[More Information](#)

[SIGN UP](#)




VIDEO VISIT FROM ANYWHERE

Save time and money by visiting your incarcerated family and friends from anywhere you are.

[More Information](#)

[SIGN UP](#)



SECURUS AUTOPAY™

Securus now offers AutoPay - the fastest and easiest way to ensure you are always connected!

[More Information](#)

[SIGN UP](#)

Securus Mobile App

The Securus Mobile App is available for free on the App Store or Google Play™. After the user downloads and installs the app, they can perform the following functions:

- Create a Securus Online Account
- Enroll, schedule and visit using Video Visitation
- Enroll is AutoPay/TextPay
- Test their Internet connection to determine quality of video visit
- Receive notifications about pending video visits
- Review visit details



JPay Services

JPay offers friends and family a wide array of payment options including online payments through our public facing portal at www.JPay.com. Customers begin by searching for their incarcerant on our website and registering a free account. Once registered, friends and family can fund an incarcerant's education, escorted outing, medical, postage, 'spendable' incarcerant trust account or a dedicated purpose account via credit card or debit card. **WA DOC friend and family members have been utilizing the JPay public portal to send money transmissions and secure e-mail since 2011, and tens of thousands of iOS and android downloads of the JPay app are currently installed on WA DOC friend and family smart phones.**

Friends and Family Can Communicate by Sending Emails on JPay.com

Friends and family are provided a method of communicating with an incarcerant on our public facing portal at www.JPay.com. Our website allows them to send and receive emails, a service that is also available on our iPhone and Android mobile apps. Friends and family

begin by searching for their incarcerant on our website and registering a free account. Once registered, they must first initiate a conversation in order for an incarcerant to respond. Our website also allows friends and family to attach an image or an E-card in the email. As an added bonus, they can include a pre-paid stamp for the incarcerant to reply with.

2. The system should accept a variety of payment methods for depositing funds to an incarcerant’s accounts (e.g. education, escorted outing, medical, postage, spendable, media, and phone accounts). Describe how Vendor will meet this requirement.

Vendor’s response:

SECURUS HAS READ, UNDERSTANDS AND WILL COMPLY WITH THIS REQUIREMENT.

Securus offers friends and family members of incarcerants a wide variety of options to set up and fund prepaid accounts. Convenience drives account creation, and account creation drives more communications, so Securus has made the funding process is easy. To create and fund a pre-paid calling account, friends and family members can:

- Call our customer service center and speak with a live operator
- Use our automated interactive voice response system
- Use our mobile-friendly website
- Fund accounts by mail
- Visit one of more than 35,000 MoneyGram locations such as Walmart and CVS Pharmacy
- Visit one of more than 58,000 Western Union locations.

Securus currently does not charge a fee to establishing a prepaid collect account. Friends and family members can expedite the processing payment by utilizing a credit card for a fee of up to \$9.95. Securus presently does not charge refund fees.

Friend and Family Funding Options	Means to You
<p>In-house Call Center</p> <ul style="list-style-type: none"> ▪ Available 24 hours a day, seven days a week and 365 days a year ▪ Staffed with Securus employees ▪ Use automated telephone access or talk to a live agent ▪ Fund an account <ul style="list-style-type: none"> ○ Accept Visa and MasterCard (all options may not be available to all customers based on our risk management practices) ▪ Manage account (e.g. open accounts, make or 	<p>Securus believes the customer experience should not be out-sourced to an outside vendor. As a result, our customer satisfaction scores are 20 percent higher than the industry standard. We are available so that you do not have to use staff time to answer questions on telephone account issues.</p>

Friend and Family Funding Options	Means to You
<p>check payments, confirm rates, obtain credit limits, review call history, review account balances, manage account notifications, and get questions answered)</p>	
<p>Website Access</p> <ul style="list-style-type: none"> ▪ Create an account ▪ Mobile-friendly ▪ Fund an account <ul style="list-style-type: none"> ○ Accept Visa, and MasterCard (all options may not be available to all customers based on our risk management practices) ▪ Manage account (see above description) 	<p>This is a popular option for those parties that wish to fund without interacting with a call center agent. Funding drives more calls.</p>
<p>Lockbox</p> <ul style="list-style-type: none"> ▪ Accept personal checks, money orders, and cashier's checks mailed to Securus. ▪ No funding minimum. 	<p>Cash conscious parties can fund without a transaction fee or a minimum. This allows incarcerants to talk with called parties who would not ordinarily be able to set-up accounts.</p>
<p>MoneyGram</p> <ul style="list-style-type: none"> ▪ Fund at over 35,000 Walmart and CVS Pharmacy locations <p>Western Union</p> <ul style="list-style-type: none"> ▪ Fund at over 58,000 locations 	<p>For those without credit cards or who want immediate account set-up with no minimum fee, we provide funding options at any MoneyGram or Western Union location.</p>
<p>Kiosks (optional)</p> <ul style="list-style-type: none"> ▪ Available in lobby 	<p>A funding source sent by friends and family members when they visit incarcerants.</p>

Incarcerant Funding Options	Means to You
<p>Prepaid Card Vending Machine</p> <ul style="list-style-type: none"> ▪ Maintenance free ▪ Available in lobby ▪ Promotes usage 	<p>You do not have to have your staff handling money. Cards can be dispensed right in your lobby without your involvement.</p>
<p>Inmate Debit</p> <ul style="list-style-type: none"> ▪ Integrated with trust fund or telephone fund accounts 	<p>The integrated option allows incarcerants access to other accounts to fund telephone calls.</p>

A funding source sent by friends and family members when they visit incarcerated.

Depositing Funds through JPay

Friends and family can fund an incarcerated’s education, escorted outing, medical, postage, 'spendable' incarcerated trust account or a dedicated purpose account via credit card or debit card. After searching for their incarcerated and registering an account on the JPay.com website, friends and family have the ability to select the “Transfer Category” to deposit funds into a specific type of account (as depicted in the image below).

The screenshot shows the JPay website interface for sending money. At the top, there is a navigation bar with the JPay logo (A Securus Technologies Company), social media icons for Twitter and Facebook, and links for Inmate Search, Prison Search, Help, and a Logout button. Below this is a secondary navigation bar with links for Home, Send Money, Email, Video Visitation, Music, and My Account. The main content area is titled 'Send Money' and includes a progress indicator with steps 1, 2, and 3. A yellow banner prompts the user to confirm the inmate's name and select a transfer category. The inmate information shown is: Inmate: Stephen Smith, #118603, Washington State Department of Corrections. A warning message states: 'Your Inmate/Offender is listed with multiple Agencies. Please be sure you are sending the funds to the right agency (above). Or, select an Inmate/Offender located at a different agency below'. Below this is a table with columns for Name, ID, and Agency, containing the entry: STEPHEN SMITH, 0118603, Washington Interstate Compact Payments. The 'Transfer Category' section features a dropdown menu with the following options: 'Choose Transfer Category' (selected), 'Education: Funds pay for education', 'Escorted Outing: Funds pay for trips to approved funerals', 'Medical: Funds pay for copays, eyeglasses, and OTC medications', 'Postage: Funds pay for USPS postage stamps', and 'Spendable: Funds the offenders main spending account'. A mouse cursor is pointing at the dropdown menu.

3. **The system must have safeguards in place to prevent deposits by one person into multiple incarcerant accounts without DOC's advance approval. Describe how Vendor will meet this requirement.**

Vendor's response:

SECURUS HAS READ, UNDERSTANDS AND WILL COMPLY WITH THIS REQUIREMENT.

We will work diligently with WA DOC staff to create a manageable and effective solution that provides safeguards to identifying and preventing deposits made by one person into multiple incarcerant accounts without WA DOC advance approval. Among other things:

- We can provide WA DOC staff with a report that identifies persons making money transfers into multiple incarcerant accounts, the amount each transfer, the date and time of the transfer, the name of the incarcerant to which the money was transferred, etc. We will make all reasonable attempts to verify the accuracy of the information on the report (thorough confirmation of emails, phone numbers, device ids, etc.) before sending to WA DOC staff.
- We can receive a list of all approved money senders from WA DOC which we can then use to verify the senders at the time of transfer and block transactions from unapproved senders. We will work with WA DOC staff to determine transmission structure and frequency.
- We can receive flags on the nightly incarcerant file indicating any incarcerants requiring specialized focus. The flag will automatically place a watch on transactions to the incarcerant (money transfer, email, etc.) allowing proactive alerts to staff or the ability to review content before delivery. In addition to the nightly file, staff can also add users to this process by utilizing the facility staff website. This layer provides additional security solutions for WA DOC. Again, we will work with WA DOC staff to determine transmission structure and frequency.
- We will develop enhanced processes to verify the identity of persons who seek to create money transfer accounts prior to allowing the accounts to be established, such as requiring driver's licenses if feasible. We will update and consult with WA DOC staff on our progress on a regular basis.
- We will work with WA DOC to determine the feasibility of implementing other safeguards to satisfy WA DOC's needs on this issue.

4. **Describe how friends and family will interact with incarcerants (via messaging or video visitation) through the public portal.**

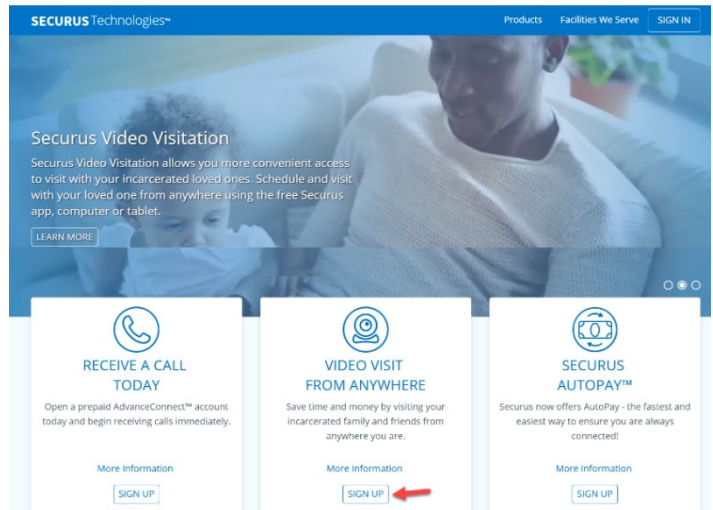
Vendor's response:

SECURUS HAS READ, UNDERSTANDS AND WILL COMPLY WITH THIS REQUIREMENT.

Through our public portals, Friends and family will be able to interact with incarcerants through both video visitation capabilities and email.

Access to Video Visitation through Securus Online

Securus Video Visitation (SVV) is a web-based visitation system that allows friends, family members, attorneys, and public officials to schedule and participate in video visitation sessions with an incarcerated— from anywhere with internet access—using a smartphone, tablet or PC. Remote visitors access SVV services through the Securus Online website, www.securustech.net or through our mobile application. Friends and Family need only a tablet, computer, or mobile phone with a built-in or external webcam and a microphone and speakers, or a headset.

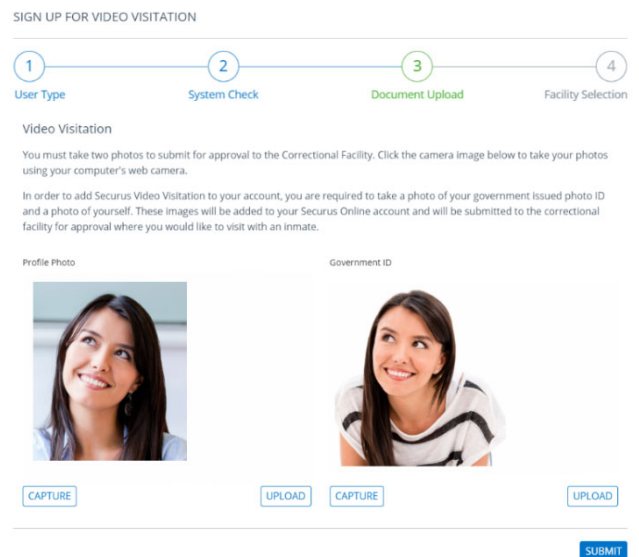


The SVV section of Securus Online provides friends and family provides convenient access to incarcerated loved ones and allows them to:

- Create an online account
- Schedule a remote or onsite visitation
- Conduct a remote visitation

Creating a Securus Online Account

Family, Friends and other public users must register for a Securus Online Video Visitation account at www.securustech.net to be able to conduct remote video visitations. As part of the registration process, Securus Video Visitation visitors are required to create a username and password, enter contact information, identify user type, verify their computer system is compatible with SVV, provide both a photo of themselves and photo of their government ID (e.g. driver's license), and select the facility where their incarcerated is located for the facility to approve them as visitors. When the facility staff approves the account request, the visitor receives an email notification that they have been approved and can now schedule their visit.



THANK YOU FOR ENROLLING!

Thank you for adding SECURUS VIDEO VISITATION to your Securus Online Account. A confirmation email has been sent to the email address used during enrollment. Click on the confirmation link in the email to verify your email address. Failure to verify your email address within 48 hours of enrolling will lock your account. If you do not receive your confirmation email in 24 hours, please check your spam folder or contact [Securus Customer Care](#).

If your incarcerated loved one is located at a facility with Securus Video Visitation you can visit from anywhere using a smartphone or tablet.

FINISH

Attorneys have a separate registration process from the general public. Attorney accounts will require additional verification, such as a Bar ID.

Scheduling a Remote or Onsite Visitation

Friends and family members may use any standard web browser to schedule visitation sessions for approval. To begin the User goes to "My Account" and selects "Schedule a Visit" under the video visitation section.

SECURUS Technologies™ My Account Products Securus Alerts Customer Care Live Chat SIGN OUT

MY ACCOUNT

ADVANCE CONNECT
AdvanceConnect™ is a prepaid calling account that puts you in control, allowing you to manage how much you spend on inmate calling.
SIGN UP

INMATE DEBIT
Accounts: 0
FIND INMATE

VIDEO VISITATION
Account Number: 16595226
Available Funds: \$0.00
Account Status: Active ●
Manage Account
SCHEDULE VISIT

EMESSAGING
Send and receive eMessages with an inmate. Share a picture and show you care.
Check Availability
SIGN UP

SARA SMITH ⚙️
Address: 4000 INTERNATIONAL PARKWAY
CARROLLTON, TX 75007
Phone: 972-555-5225
Email: sarasmith77@gmail.com
PIN: NONE
Password: *****

They will then be prompted to select the type (remote or onsite) of visit at the site of the incarcerant with whom the user wants to visit.

VIDEO VISITATION

My Future Visits

Account Statements

Transaction Details

Unlimited Subscription

My Past Visits

Schedule A Visit

Add a New Facility

Credit Card Information

SCHEDULE A VISIT

SITE NAME	REMOTE VISIT	ONSITE VISIT
NG SCP Demo	SCHEDULE VISIT	SCHEDULE VISIT

Visitors select the type of visit they want to schedule:
Remote
or
Onsite

The system will guide the user through the scheduling process, prompting them to search for the desired incarcerant, selecting the relationship to the incarcerant, the duration of the visitation session, and the date and time of the visit. The system only shows the available dates and times from which users can pick; through an integration with the jail management system, the application automatically schedules visits according to the incarcerant's housing location, available terminals at that location, and available visitation time slots.

1 Inmate

2 **Appointment**

3 Checkout

Current Promotions

Schedule (1) Visit

- Schedule and pay for (1) visit

Relationship To Inmate

Relationship

Select ▼

Appointment Details

Duration

Select ▼

Date Time Select ▼

I have read and agree to the [Terms and Conditions](#).

Back **NEXT**

Appointment Summary

Visitation Type: Remote

Site:

State: TX

Inmate: Sara Sullivan

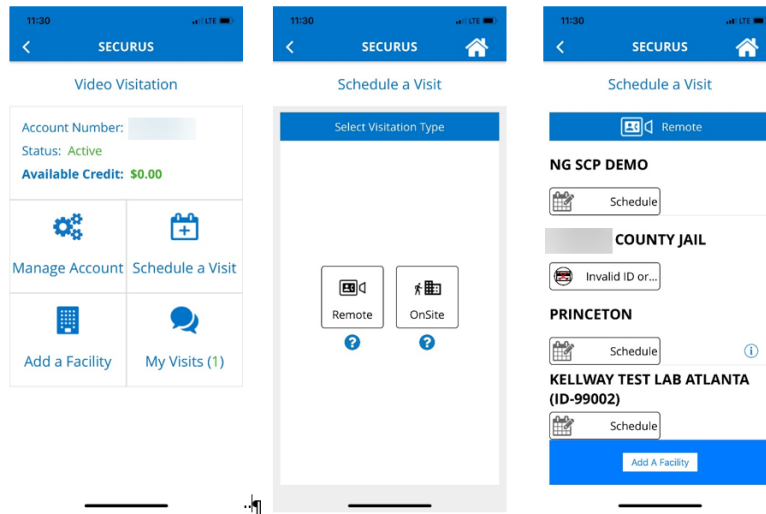
Duration:

Date:

Time:

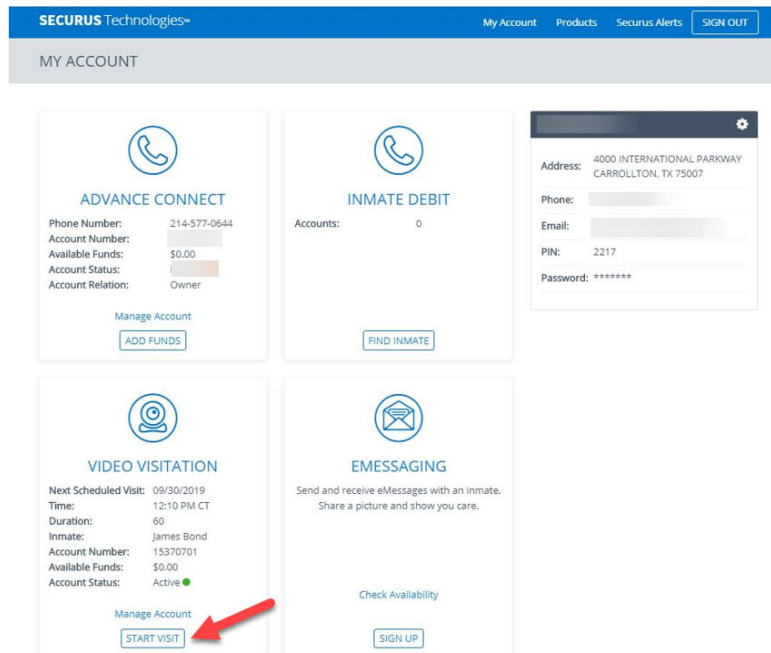
If the user is scheduling a remote visitation, they will then be prompted to pay for the video visitation. Remote video visitation sessions are charged on a per-session rate, and friend and family can pay using a debit or credit card. During checkout, the user will give permissions to store the credit card information for future use.

All Apple and Android smart phones and tablet devices can access Securus Online. Securus has optimized our online experience for mobile devices. Additionally, users can perform all the aforementioned actions through the Securus Mobile Application.

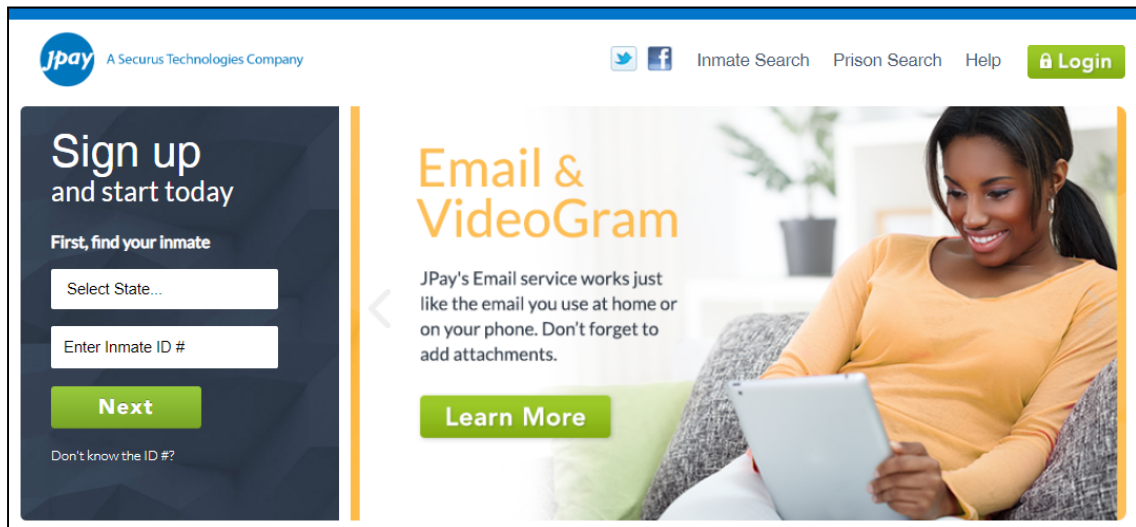


Conducting a Remote Visitation

To join a scheduled visit, the family or Friend simply logs into their Securus Online account and the system will prompt them to join the visit from the home page.



How Friends and Family can Send Email



In 2004, JPay began offering our email service to state prison clients and has since expanded this system to 18 state Departments of Corrections across the country. Hundreds of thousands of users have sent and received tens of millions of emails, photo attachments, and E-card greetings.

Friends and family access this service online at JPay.com by first searching for their incarcerated on our website and registering a free account. Once registered, they must initiate a conversation in order for an incarcerated to respond.

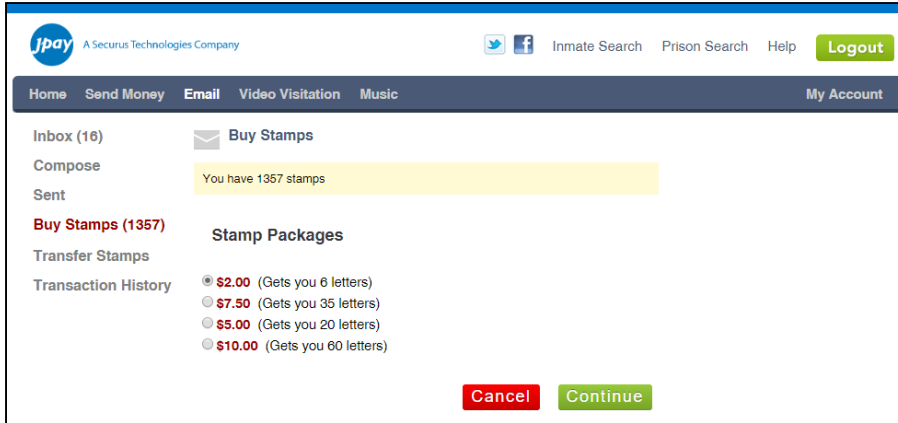
All messages are paid for with virtual stamps, which are available in bundles and always cost less than a traditional postage stamp. Stamp purchasing is simple and never interferes with composing and sending of email messages. Another feature JPay offers is free transferal of stamps between customers and incarcerated (if DOC approves). Additionally, friends and family can pay for the incarcerated's reply when drafting an email.

Stamps

Customers and incarcerated can buy and use virtual stamps to send emails, photo attachments, and eCards through our service. Customers purchase stamps on our website and on their mobile device using a credit/debit card.

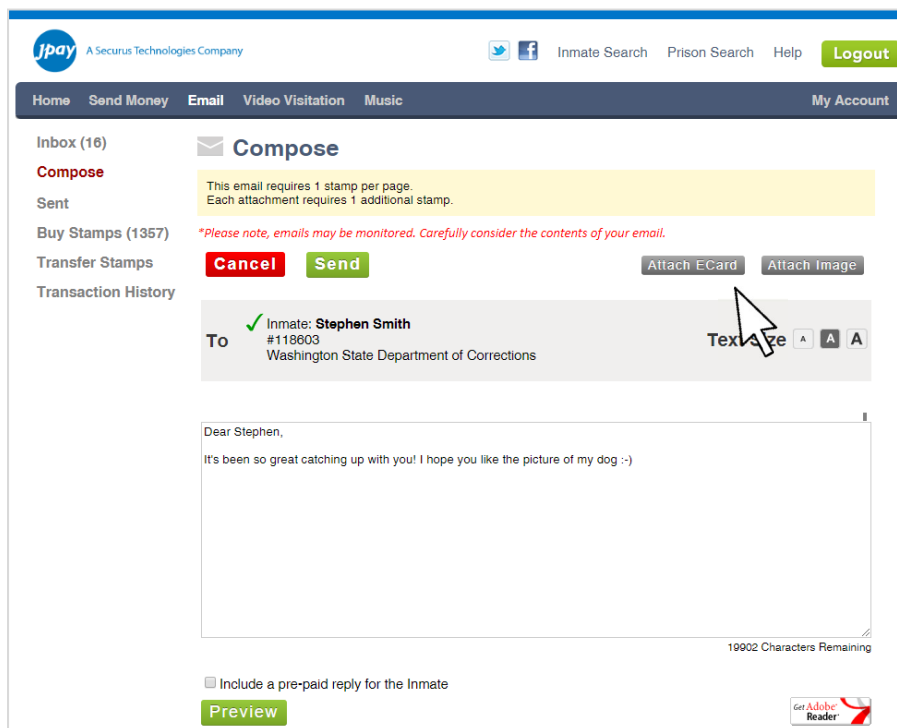
Buying stamps on JPay.com

To purchase stamps, friends and family would need to navigate under the Email subheading on our website. They would then be prompted to select a stamp package to purchase. As soon as the transaction is completed, the customer can begin sending emails.



Attachments

While composing an email, friends and family have the option of attaching photos and/or E-cards to their emails, as depicted in the image below.

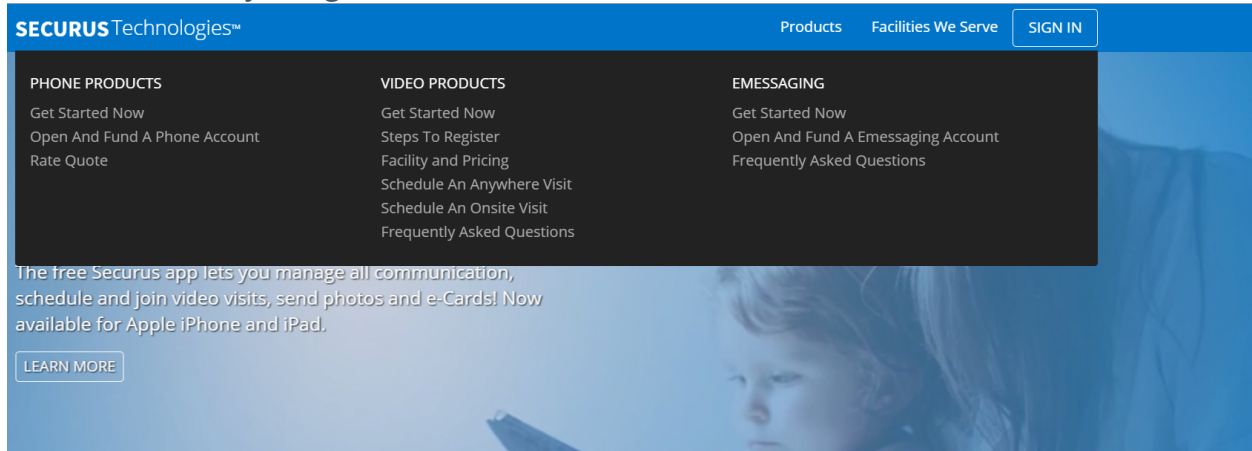


- The public portal should clearly identify the services available and should provide clear links/directions for customer service inquiries. Describe how Vendor will meet this requirement.

Vendor's response:

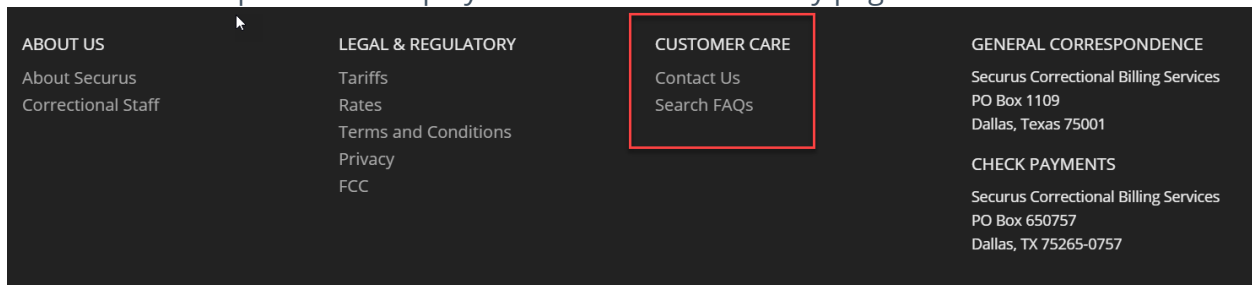
SECURUS HAS READ, UNDERSTANDS AND WILL COMPLY WITH THIS REQUIREMENT.

Securus Online clearly identifies and provides quick access to available services from the "Products" tab at the top of page. Access to this tab is always displayed to the user no matter where they navigate to within the website



Customer Care Access

Customer Care options are displayed at the bottom of every page.



The 'Contact Us' page provides visitors with a robust, comprehensive list of Securus resources in various communication channels. Visitors can contact Securus' customer service representatives by phone, by mail or directly online for real time support. Both the "Contact Us" and "Search FAQs" pages were designed to be more interactive and intuitive in how information is presented to the user. The user will be guided in searching for information or contacting our Securus Friends and Family Center.

CONTACT US

By Phone

MAIN SUPPORT LINE

24x7 365 days a year
Calling from mobile device
972-734-1111

Calling using landline phone/international
1-800-844-6591

Securus Video Visitation Information
1-877-578-3658

Online Assistance

FREQUENTLY ASKED QUESTIONS

24x7 365 days a year
Search our knowledge base

EMAIL A QUESTION

24x7 365 days a year
Email a question to our Customer Care team

ONLINE SUPPORT AND CHAT

Online Support
24x7 365 days a year
Find answers by answering a few questions

Online Chat
Available 7:00 AM – 9:00 PM Central

PRESS INQUIRIES

Press inquiries for media

By Mail

GENERAL CORRESPONDENCE

Securus Correctional Billing Services
PO Box 1109
Dallas, Texas 75001

CHECK PAYMENTS

Securus Correctional Billing Services
PO Box 650757
Dallas, Texas 75265-0757

Sample Screens for Online Assistance

SECURUS Technologies Securus Customer Care

Search FAQs | Email a Question | Contact Us | Online Chat | Securus Home

Advanced Search

Type in your Question

Results 1 - 10 of 130

Funding- AdvanceConnect Account or an Inmate Debit Account
 Prior to funding your AdvanceConnect account or an Inmate Debit account there are several factors you should consider. How often do you plan to speak to your loved one? Do you...
 Date Updated: 07/15/2019

Block- Account Status Blocked
 Reason why your account status may show as blocked Calls to your phone line(s) from a correctional facility may be blocked for many reasons. Not enough funds on your Advance Connect Account if you...
 Date Updated: 07/17/2019

Website- How to Close my Phone account
 If you no longer need your phone account you can close your account and request the remaining balance be sent back to you. If you have a Securus Online account you can easily close your account and...
 Date Updated: 07/17/2019

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SECURUS Technologies Securus Customer Care

Search FAQs | Email a Question | Contact Us | Online Chat | Securus Home

Submit a question to Customer Care

Filing out the form below will submit an email to our Customer Care team.

First Name *

Last Name *

Email Address *

Phone Number *

Passcode (if already have an account)

Question *

Attach Documents
 Choose File: No file chosen

Product

Category

SECURUS Technologies Securus Customer Care

Search FAQs | Email a Question | Contact Us | Online Chat | Securus Home

Live Help

Chat with a member of our support team

First Name *

Last Name *

Email Address *

Phone Number *

Passcode (if already have an account)

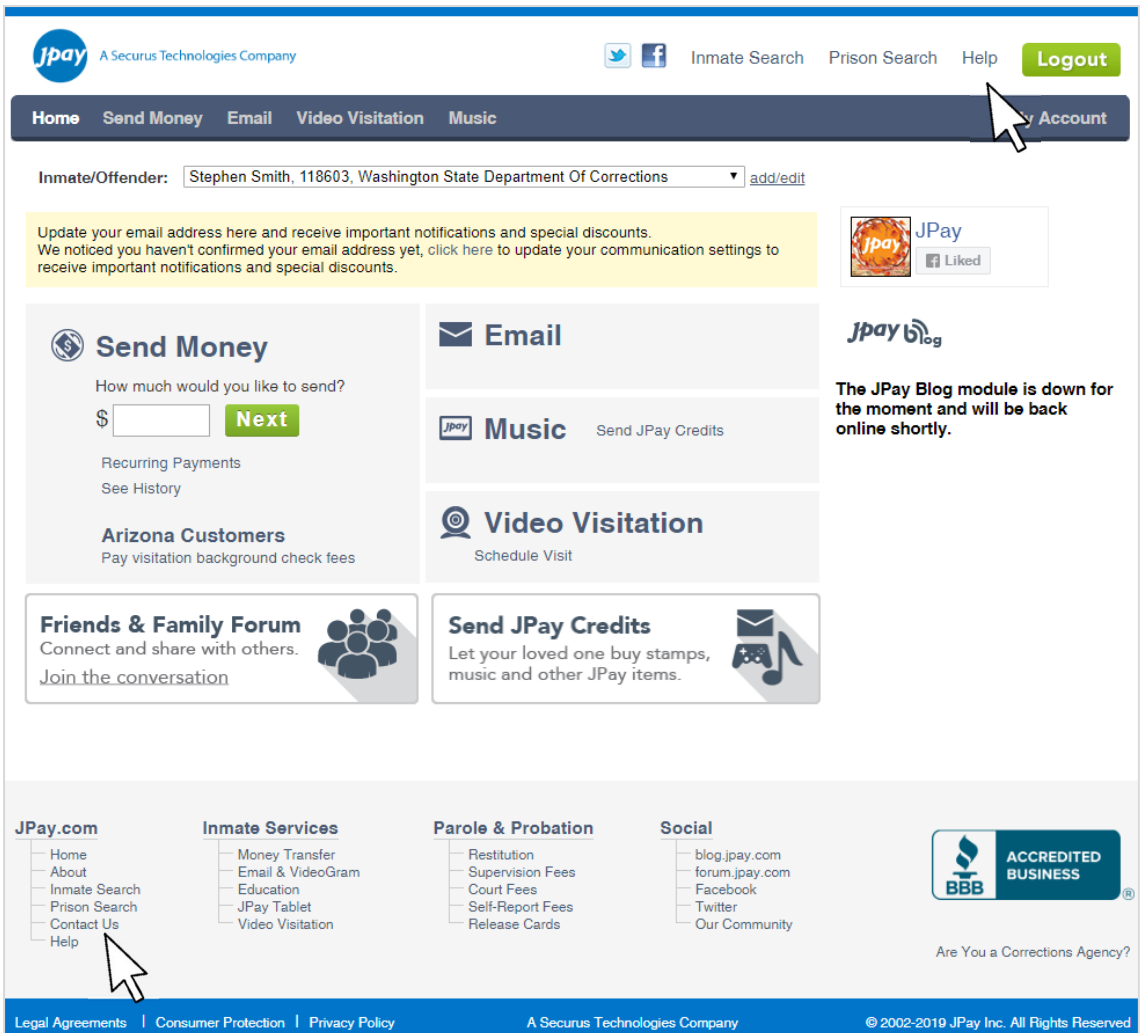
How can we assist? *

Chat support is available in English only
 Chat hours are listed below.
 Monday - Sunday: 07:00 AM - 09:00 PM CDT
 It is currently Monday, Sep 30, 2019 01:24 PM CDT

Find Answers

Chat Hours
 Monday - Sunday: 07:00 AM - 09:00 PM CDT
 It is currently Monday, Sep 30, 2019 01:24 PM CDT

After logging into the JPay.com website, friends and family are able to view the available services that correspond to the selected incarcerated’s location. For any customer service inquiries, friends and family can click the “Help” link provided at the top of the website where directions on how to navigate and perform tasks are clearly defined. If further escalation or more information is needed, a link to “Contact Us” is provided at the bottom of the website that displays JPay’s 24 hour customer support information.



6. **Customer service will need to support all customer groups (incarcerants and friends and families) and must be able to resolve a variety of issues from billing and payment to technical issues. Describe how Vendor will meet these requirements.**

Vendor's response:

SECURUS HAS READ, UNDERSTANDS AND WILL COMPLY WITH THIS REQUIREMENT.

Securus is unique among its national competitors in offering an in-sourced, US-based call center (Securus Friends and Family Call Center, SFFCC) to provide customer service to friends and family members of incarcerated. Our 200+ seat call center employs customer service representatives who are Securus employees, trained and managed to Securus' standards.

Live agent support is available to friends and family members seven days a week, 24 hours a day, and 365 days a year.

Securus will set up a separate dedicated toll-free number just for WA DOC friends and family to contact customer service. Customers can also use our general toll-free number (1-800-844-6591) to either speak to a live agent or use an intuitive, automated interactive voice response system to help them with their needs. For added convenience, we also offer personal account access via our website (www.securustechnologies.com). End-users can also now access SFFCC via online “chat” 24 hours a day, seven days a week.

Our friendly and knowledgeable agents can help customers with:

- Setting up and funding accounts
- Making payment arrangements
- Obtaining information on credit limits
- Resolving complaints
- Blocking and unblocking numbers
- Reviewing call durations and history
- Learning about MoneyGram® options
- Learning about Western Union® options
- Receiving information on new services
- Confirming originating facility
- Reviewing account balances
- Answering questions and helping customers with refund requests
- Managing account notifications

Our customer service agents are highly trained on ITS issues and in satisfying the specific needs of called parties. We offer both English speaking and Spanish speaking agents.

We diligently survey our customers and measure satisfaction ratings to find ways to improve our service levels. Our customer satisfaction scores for our call center are 20 percent higher than the industry standard.

Securus strives to deliver superior customer service and resolve customer issues in one call. Securus Friends and Family Call Center (SFFCC) supervisors are always available to assist customers when an issue requires escalation. Some issues may require time to research and resolve. For all issues, the following escalation list may be utilized after 24 hours:

- Escalate to customer service manager;
- If still unresolved, escalate to the director of customer care;
- If still unresolved, escalate to vice president of customer care.

Incarcerant Technical Support

Incarcerants will have multiple methods to submit service requests:

- Through a pre-arranged speed dial number, or
- Through the Communication Center on the Incarcerant Kiosk.

Securus can provide a pre-arranged speed dial number where the incarcerant can leave a message for support regarding customer service, billing, prepaid account setup, technical, and funding issues.

NextGen SCP™ allows the DOC to create speed dial numbers that allow incarcerants to use shorter numbers, such as “101” or “111,” for dialing important numbers, such as incarcerants services, medical alerts, officer assistance, TTY, information, commissary, or emergency lines.

The calling services allows speed dial numbers to be crafted using 3 to 10 digits and provides the DOC with a virtually unlimited set of programmable speed dial numbers.

Further, for calls received at this line there is:

- An option to leave a reply message to the incarcerant regarding their issue
- An option to burn specific information onto CDs for use as evidence
- A way to generate reports of all recorded messages with the date and time of the message

Submitting a Service Request through the Incarcerant Kiosk

This is the current method WA DOC incarcerants have been using to submit service requests. The Communication Center on the kiosk, originally designed to solve an agency’s need for incarcerants to be able to file complaints and grievances, is available for incarcerants to submit various types of forms and support tickets through the kiosk or through the application on a tablet device.

Making submission of service requests a digital process reduces the amount of paper forms and simplifies the process so that all communications can be tracked and audited. The Communication Center allows incarcerants to submit and maintain a back and forth conversation as needed with facility staff and our Inmate Support team. Incarcerants are able to send support tickets covering a multitude of topics in order to request assistance from our Inmate Support team (as shown below).

Jpay Welcome STEPHEN SMITH 11:22 AM

◀ Back ⬆ Home ? Help ? FAQ ⏻ Log Off

Start a New Communication

Form JPAY Support Ticket **Details**

Subject Select

Description

3200 character(s) left.

Cancel **Continue**

Kiosk ● Online Kiosk ID: AHCC022 Session Time Left: 17:52 minutes Stamp(s): 193

Since its initial rollout in 2015, the platform has been updated to include functionality that is more comprehensive. The Communication Center now supports multiple agencies with the grievance and appeal process, JPay support tickets, education support, sick calls, medical and health services requests, and probation and parole re-entry communications.

For instance, if an incarcerated has issues with a game application on their tablet device, they would take the following steps:

1. Log into the incarcerated kiosk with their ID and password.

Jpay 12:26 PM

Jpay

ID

Password

Is this your first time?

Register

Login

Forgot Password

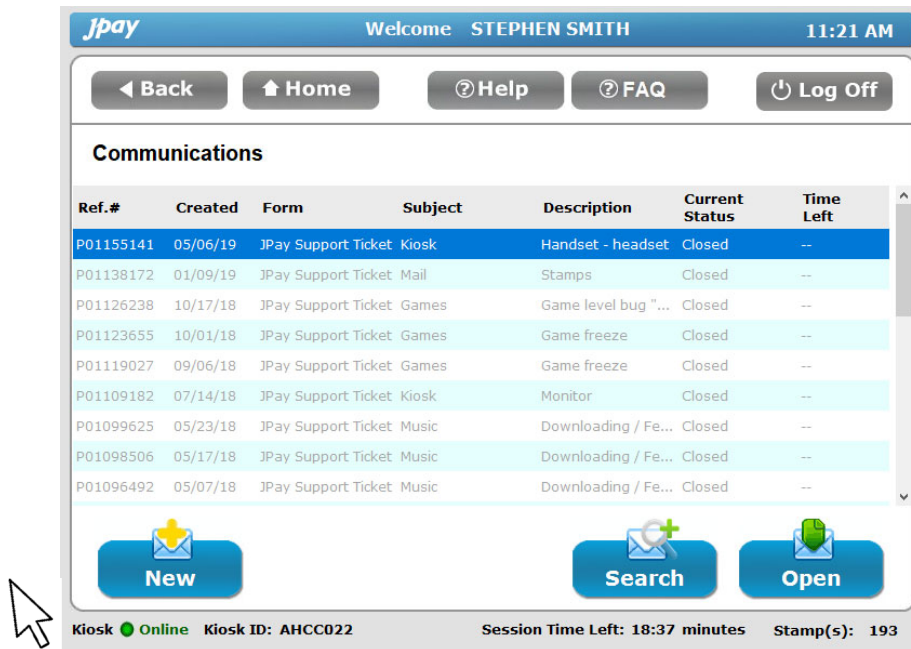
How Does This Work? **Write a Trouble Ticket**

Kiosk ● Online Kiosk ID: AHCC022 19.09.0.067

2. Click on the Communications Center button.



3. The next screen would display the Communications Center landing page with a list of any pending or closed tickets the incarcerant submitted. To create a new ticket, they would click on the "New" button below.



4. The incarcerated would be able to select the issue they are trying to request support for by selecting from the drop down menus as shown below.

JPay Welcome STEPHEN SMITH 11:26 AM

◀ Back ↑ Home ? Help ? FAQ ⏻ Log Off

Start a New Communication

Form JPay Support Ticket **Details**

Subject Games

Description Select

- Select
- Game freeze
- Game store issue
- Game download issue
- Game level bug "Include game
- Game Suggestion

3200 Characters Left

Cancel Continue

Kiosk ● Online Kiosk ID: AHCC022 Session Time Left: 14:00 minutes Stamp(s): 193

5. The incarcerated can now enter any relevant details to the issue they're experiencing so that the Inmate Support team can help troubleshoot the matter.

JPay Welcome STEPHEN SMITH 11:27 AM

◀ Back ↑ Home ? Help ? FAQ ⏻ Log Off

Start a New Communication

Form JPay Support Ticket **Details**

Subject Games

Description Game freeze

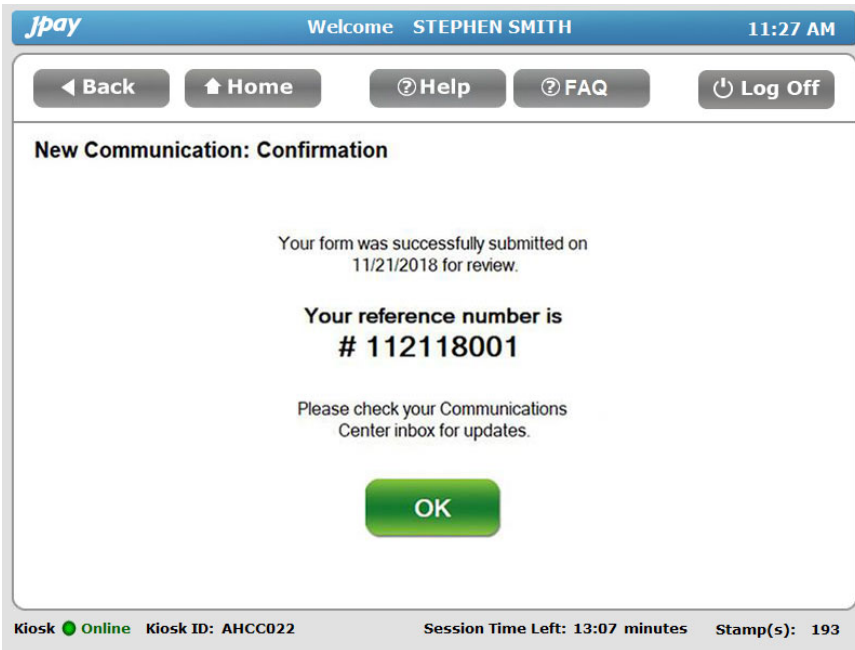
Hi, the game I downloaded keeps freezing when I get to the 14th level. Can you help? Or credit me back?

3097 Characters Left

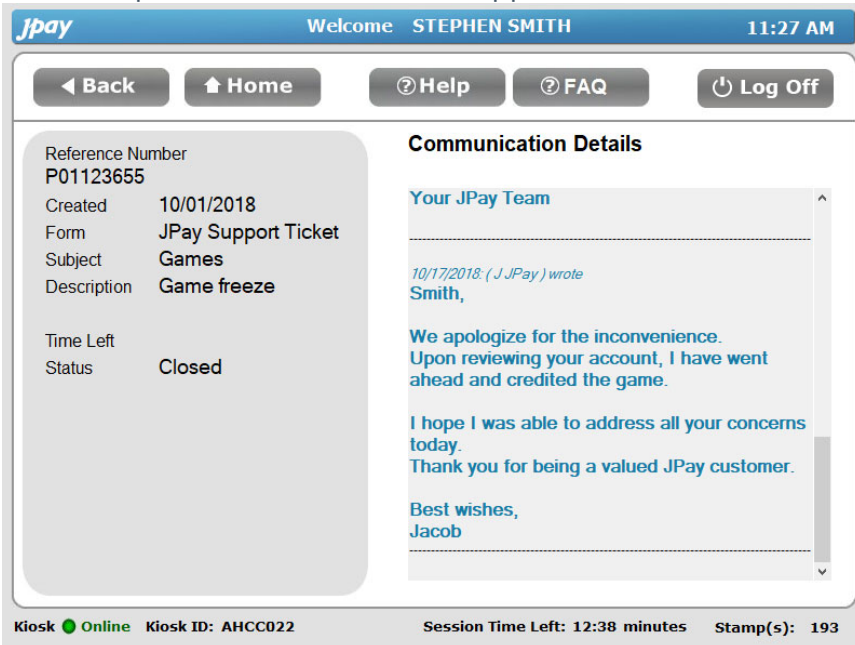
Cancel Continue

Kiosk ● Online Kiosk ID: AHCC022 Session Time Left: 13:07 minutes Stamp(s): 193

After completing the form, the incarcerated will get a confirmation that their request has been sent with a confirmation number.



After clicking "OK", the incarcerated will be taken back to the Communications Center landing page where the incarcerated can view the status of their submitted requests as well as the response from the Inmate Support team.



Award-Winning Customer Service

Securus prides itself on the quality of its customer service and in 2018 was the recipient of multiple Gold Stevie Awards for Sales and Customer Service, following on similar successes in 2017. The Gold Stevie Awards is considered the world's top honors in business recognizing excellence in customer service, contact centers, business development, and sales professionals.

Stevie Awards Securus received in 2018

- **Gold**—Customer Service Complaints Team of the Year (Corporate Escalations)
- **Silver**—Customer Service Professional of the Year (Customer Service Manager)
- **Bronze**—Front-Line Customer Service Team (Video Visitation Team)



In 2018, Securus, its executives, and leading salespeople received nine awards from the SVUS Awards®. The coveted annual CEO World Awards, Customer Sales and Services Awards, and Women in Business & the Professionals World Awards program encompasses the world's best in leadership, innovation, organizational performance, new products and services, and milestones from major industries across the world.

7. The public portal must be ADA compliant. Describe how Vendor will meet this requirement.

Vendor's response:

SECURUS HAS READ, UNDERSTANDS AND WILL COMPLY WITH THIS REQUIREMENT.

For several other DOC agencies, Securus has committed to making our public portal ADA compliant. Our efforts to become ADA compliant include:

- All elements within the public portal will be accessible with the keyboard. All elements will be in a logical tab order.
- The public portal will not disrupt or disable Windows operating system accessibility features such as toggle keys, filter keys, sticky keys, mouse keys, or the on-screen keyboard. All page elements will be visible when viewed in high-contrast mode.
- All elements will have indication of focus. Users of Assistive Technology will be notified when information changes or is added to the interface.

- Each element will have a name, role, and state programmatically defined. Each program element that uses an image will have a text equivalent that describes the purpose of the image.
- All bitmap images will be used consistently throughout the product.
- All textual content will be available to Assistive Technology.
- The product will not override user-selected contrast and color selections.
- The product will provide a method for users to access a non-animated version of all animated elements.
- Color alone will not be used to convey information the user.
- The product will not use flashing or blinking user interface elements.
- All form elements will expose their name, role, and state to Assistive Technology. Instructions, expected input formats, error messages and error resolution information will be made available to users of Assistive Technology.
- All images will have a text alternative that is appropriate for the image.
- All multimedia presentations will provide captions
- All pages will be readable and understandable with style sheets disabled

8. Describe Vendor’s process for handling customer service inquiries and complaints through the system. There should be multiple methods to contact customer service including live chat. Also describe how Vendor will handle refund requests from friends and family.

Vendor’s response:

SECURUS HAS READ, UNDERSTANDS AND WILL COMPLY WITH THIS REQUIREMENT.

Customer service inquiries or complaints submitted through the public portal are directed to and handled by our Securus Friends and Family Call Center (SFFCC). Securus is unique among its national competitors in offering an in-sourced, US-based call center to provide customer service to friends and family members of incarcerants. Our 200+ seat call center employs customer service representatives who are Securus employees, trained and managed to Securus’ standards.

Live agent support is available to friends and family members seven days a week, 24 hours a day, and 365 days a year. Securus provides multiple methods to contact customer service. Customers can use our toll-free number (1-800-844-6591) to either speak to a live agent or use an intuitive, automated interactive voice response system to help them with their needs. For added convenience, we also offer personal account access via our website www.securustech.net. Incarcerant friends and family members can manage all phone services, video visitation services, and email services from our website. End-users can also access SFFCC via online “chat” 24 hours a day, seven days a week.

Our friendly and knowledgeable agents can help customers with:

- Setting up and funding accounts
- Making payment arrangements
- Obtaining information on credit limits
- Resolving complaints
- Blocking and unblocking numbers
- Reviewing call durations and history
- Learning about MoneyGram® options
- Learning about Western Union® options
- Receiving information on new services
- Confirming originating facility
- Reviewing account balances
- Answering questions and helping customers with refund requests
- Managing account notifications

Online Support & Chat

From the “Contact Us” section of Securus Online, users can access online support and chat with one of our SFFFCC agents.

SECURUS Technologies™

CONTACT US

By Phone

MAIN SUPPORT LINE
24x7 365 days a year
Calling from mobile device
972-734-1111

Calling using landline phone/international
1-800-844-6591

Securus Video Visitation Information
1-877-578-3658

Online Assistance

FREQUENTLY ASKED QUESTIONS
24x7 365 days a year
Search our knowledge base

EMAIL A QUESTION
24x7 365 days a year
Email a question to our Customer Care team

ONLINE SUPPORT AND CHAT
Online Support
24x7 365 days a year
Find answers by answering a few questions

Securus Live Help Chat



Securus Customer Care

- Search FAQs
- Email a Question
- Contact Us
- Online Chat**
- Securus Home

Live Help

Chat with a member of our support team

First Name *

Last Name *

Email Address *

Phone Number *

Passcode (if already have an account)

How can we assist? *

Start Chat

Chat support is available in English only
Chat hours are listed below.

Monday - Sunday: 07:00 AM - 09:00 PM CDT
It is currently Monday, Sep 30, 2019 02:20 PM CDT

Find Answers

Search

Chat Hours

Monday - Sunday: 07:00 AM - 09:00 PM CDT
It is currently Monday, Sep 30, 2019 02:20 PM CDT

9. **Vendor must handle all customer service issues related to the public portal. No customer service issue should be referred to the Department. Indicate Vendor's acceptance of this requirement. (Mandatory)**

Vendor's response:

SECURUS HAS READ, UNDERSTANDS AND WILL COMPLY WITH THIS REQUIREMENT.

Securus acknowledges and accepts this requirement.

10. **Friends and family must be able to fund mail messages and/or phone calls to the funder (e.g. mother pre-paying messages/calls only to her). Describe how you will meet this requirement.**

Vendor's response:

SECURUS HAS READ, UNDERSTANDS AND WILL COMPLY WITH THIS REQUIREMENT.

We offer friends and family members and incarcerated a wide variety of options for funding communication services. Convenience drives account creation, and account creation drives more calling, so we have made the funding process is easy.

Payment/Deposit Methods for ITS

Options for Friends and Family

Securus offers Family and Friends two types of payment/billing options - AdvanceConnect / Prepay and Direct Bill.

- **AdvanceConnect/Prepaid account:** Securus' AdvanceConnect payment product allows family members and friends to pre-pay for calls originating from incarcerated individuals in correctional facilities. AdvanceConnect is flexible in that it allows consumers to prepay for multiple calls or prepay for a single call just prior to connection using the AdvanceConnect Single Call feature. AdvanceConnect Single Call allows friends and family members to fund the bare minimum to complete the current inbound call.

Other Key Features of Securus Advance Connect

- **AutoPay:** AutoPay for AdvanceConnect allows consumers to fund their account automatically with a preset amount of their choice when their balance is low. They can subscribe to the program and receive notifications via email or text message
- **TextPay:** a customer can register to receive a text notification that will give them the option to fund their AdvanceConnect account immediately with a preset amount of their choice by responding with the word PAY.

The Payor will receive a text notification with payment confirmation with both AutoPay and TextPay.

- **Direct-billed accounts by Securus:** Securus offers direct billing as an option to our end user customers. A direct-billed account allows collect calls to be billed monthly directly from Securus Correctional Billing Services. Family and friends then have 28 days from the invoice date to pay their direct bill. To set up a direct-billed account, the incarcerated individual's family member or friend provide Securus Correctional Billing Services with their billing telephone number, name, and address, and are subject to a credit check (as allowed by state regulations). Securus does not restrict its direct billed option to businesses and attorneys.

Other Key Features of Securus Direct Billed Accounts

- For accounts past due, calling to the billed number is blocked until the account is paid in full.
- Non-payment call block is removed immediately upon receipt of payment: Payment can be made at any time.
- Securus does not charge a non-refundable deposit or charge for an account that has not been paid within thirty (30) days of bill due date.
- Securus does not charge a bill processing fee for the monthly statement.

- Securus will convert Direct Billed accounts, 7 days past due, to AdvanceConnect / Prepay.

Account Activator

Securus completes as many calls as possible, and provides the incarcerant with descriptive prompts as to why a call might be blocked. One of our initiatives for completing every call is our Account Activator application.

For calls to numbers that can't be billed with traditional collect billing methods, Account Activator allows a brief conversation to occur during the first call to that number and then requires the called party to set up an account to receive future calls.

After the brief conversation, the incarcerant's friend or family member is connected to Securus' IVR in an attempt to set up a billing arrangement. During this time, the incarcerant is informed of the blocked status and requested to call at a later time while an account is set up for the called party.

Options for the Incarcerant

Securus offers Inmate Debit accounts that are incarcerant-owned phone accounts that allow incarcerants to pay for phone calls. Because the incarcerant funds the calls, there is no cost to the called party. Incarcerants can transfer funds from the commissary system to their Inmate Debit calling account.

Debit transactions include the incarcerants ID and the dollar amount transferred and are sent electronically from the commissary to Securus' secure FTP server. The electronic data exchange immediately updates the Securus calling platform to show the incarcerant identification and amount of debit time added to their phone account.

Friends and family members can also fund Inmate Debit accounts. Unlike traditional prepaid collect accounts, the incarcerant owns the Inmate Debit account and is not limited to calling only the numbers specified by friends and family members. Inmate Debit accounts increase the incarcerant calling opportunities, thereby increasing revenue and commissions for WA DOC.

Adding Funds to Friends and Family and Incarcerant Accounts

To create and fund a pre-paid calling account, friends and family members can use one of the following methods. These methods can also be used to direct bill balances.

- Call our customer service center and speak with a live operator
- Use our automated interactive voice response system
- Use our mobile-friendly website
- Fund accounts by mail
- Visit one of more than 35,000 MoneyGram locations such as Walmart and CVS Pharmacy

- Visit one of more than 58,000 Western Union locations.

Securus currently does not charge a fee to establishing a prepaid collect account. Friends and family members can expedite the processing payment by utilizing a credit card for a small fee. Securus presently does not charge refund fees.

Friend and Family Funding Options	Means to You
<p>In-house Call Center</p> <ul style="list-style-type: none"> • Available 24 hours a day, seven days a week and 365 days a year • Staffed with Securus employees • Use automated telephone access or talk to a live agent • Fund an account <ul style="list-style-type: none"> ○ Accept Visa and MasterCard (all options may not be available to all customers based on our risk management practices) • Manage account (e.g. open accounts, make or check payments, confirm rates, obtain credit limits, review call history, review account balances, manage account notifications, and get questions answered) 	<p>Securus believes the customer experience should not be out-sourced to an outside vendor. As a result, our customer satisfaction scores are 20 percent higher than the industry standard. We are available so that you do not have to use staff time to answer questions on telephone account issues.</p>
<p>Website Access</p> <ul style="list-style-type: none"> • Create an account • Mobile-friendly • Fund an account <ul style="list-style-type: none"> ○ Accept Visa, and MasterCard (all options may not be available to all customers based on our risk management practices) • Manage account (see above description) 	<p>This is a popular option for those parties that wish to fund without interacting with a call center agent. Funding drives more calls.</p>
<p>Lockbox</p> <ul style="list-style-type: none"> • Accept personal checks, money orders, and cashier's checks mailed to Securus. • No funding minimum. 	<p>Cash conscious parties can fund without a transaction fee or a minimum. This allows incarcerated parties to talk with called parties who would not ordinarily be able to set-up accounts.</p>
<p>MoneyGram</p> <ul style="list-style-type: none"> • Fund at over 35,000 Walmart and CVS Pharmacy locations <p>Western Union</p>	<p>For those without credit cards or who want immediate account set-up with no minimum fee, we provide funding options at any MoneyGram or Western Union location.</p>

Friend and Family Funding Options	Means to You
<ul style="list-style-type: none"> • Fund at over 58,000 locations 	
<p>Kiosks (optional)</p> <ul style="list-style-type: none"> • Available in lobby 	<p>A funding source sent by friends and family members when they visit incarcerated.</p>

Adding Funds to Inmate Debit Accounts

Incarcerants add funds to their accounts through automated trust transfers, such as Commissary Order by Phone, forms, and kiosks.

Friends and family members can add funds to an Inmate Debit account without opening an account. Friends and family members deposit money directly into an incarcerated's debit account using several convenient deposit methods that are free of charge:

- Securus Correctional Billing Services Website
- United States Post Office—Mail the payment to Securus Correctional Billing Services PO Box.

Payment/Deposit Method for VVS

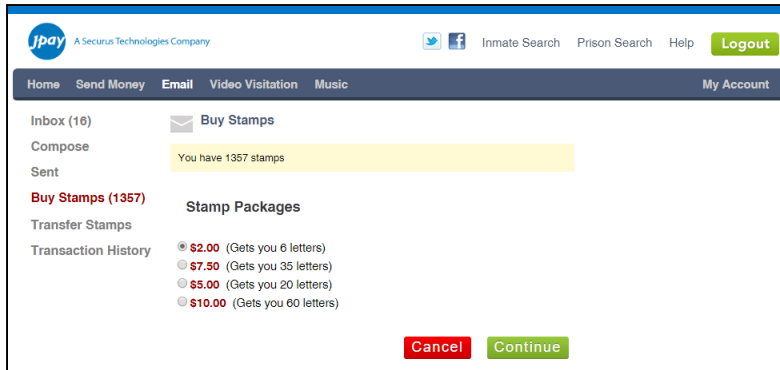
Incarcerant Family and friends schedule and pay for video visitation sessions through the Securus Online account online at www.securusotech.net the Securus mobile video visitation app.

During checkout, the user will give permissions to store the credit card information for future use.

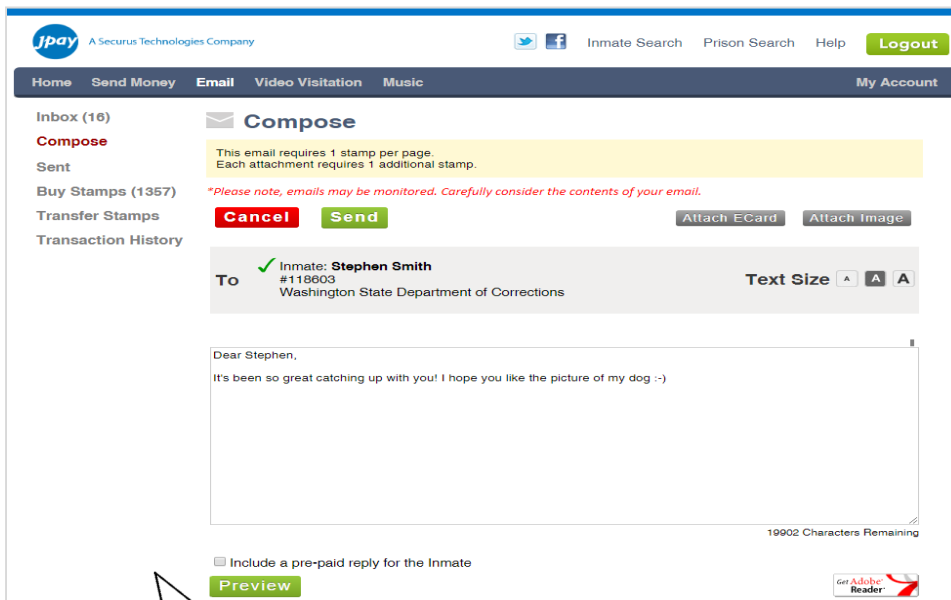
All Apple and Android smart phones and tablet devices can access Securus Online. Securus has optimized our online experience for mobile devices. Users can make payments and view transaction histories as well as sign up for new services—features not available from other incarcerated telephone service providers.

Payment/Deposit Methods for Email

To purchase stamps, friends and family would need to log in and navigate under the Email subheading on the JPay.com website. They would then be prompted to select a stamp package to purchase.



Friends and family can purchase stamps for an incarcerated by sending money to the incarcerated and choosing the incarcerated’s Postage account under the “Transfer Category” (as explained in question 2 of this document), or by sending a pre-paid stamp to an incarcerated when composing an email (as depicted in the image below).



11. Senders of rejected electronic mail must receive a notice that their mail has been rejected. Describe how Vendor will meet this requirement.

Vendor’s response:

SECURUS HAS READ, UNDERSTANDS AND WILL COMPLY WITH THIS REQUIREMENT.

If an email is rejected by the facility the sender will receive a notification advising that the message was not delivered and the reason why (e.g., “This message has been found in violation of the rules and regulations stated in the Emails Terms and Services”). This message to the sender can be customized to include verbiage provided by the DOC.

12. How are issues with Vendor’s customer portal (phone app or external facing website) acknowledged, resolved, and escalated?

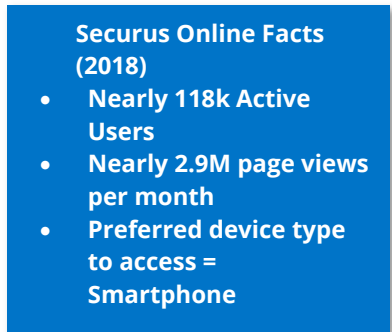
Vendor’s response:

SECURUS HAS READ, UNDERSTANDS AND WILL COMPLY WITH THIS REQUIREMENT.

Our Network Operation Center proactively monitors our www.securustech.net Family and Friends website(as well as the JPay.com public facing portal) 24x7, 365 days a year. In the event of an outage or degradation of service, the Network Operations Center’s protocol is to engage appropriate technical resources to begin immediate investigation. The investigation will remain active until the outage or degradation is resolved. Additionally, a service interruption notification is issued internally for the event and is owned and driven to resolution by a Securus Manager.

Family and Friends contact our customer care team should they experience an issue with the website or apps. A ticket is opened documenting the issue and routed to our Network Operations center support organization for investigation and resolution.

Agencies contact our Technical Support who will assign a priority and evaluate the issue and if possible correct it. If it cannot be resolved, it is escalated to the NOC who will assign the ticket to the IT-Operations Application Support team. The application support team will review the issue and determine root cause. They will take corrective action to resolve the issue or send it to development (in the case of a bug or feature request. Once the issue is resolved the ticket is sent back to technical support to inform the agency.”



Securus Online Facts (2018)

- Nearly 118k Active Users
- Nearly 2.9M page views per month
- Preferred device type to access = Smartphone

13. Fees for services must be consistent across all customer portals/devices. Acknowledge Vendor’s acceptance of this requirement.

Vendor’s response:

SECURUS HAS READ, UNDERSTANDS AND WILL COMPLY WITH THIS REQUIREMENT.

Securus acknowledges and accepts this requirement