

August 19, 2022

Gayla Jones
Pulaski County Detention Center
20 Justice Drive, Ullin, IL 62992

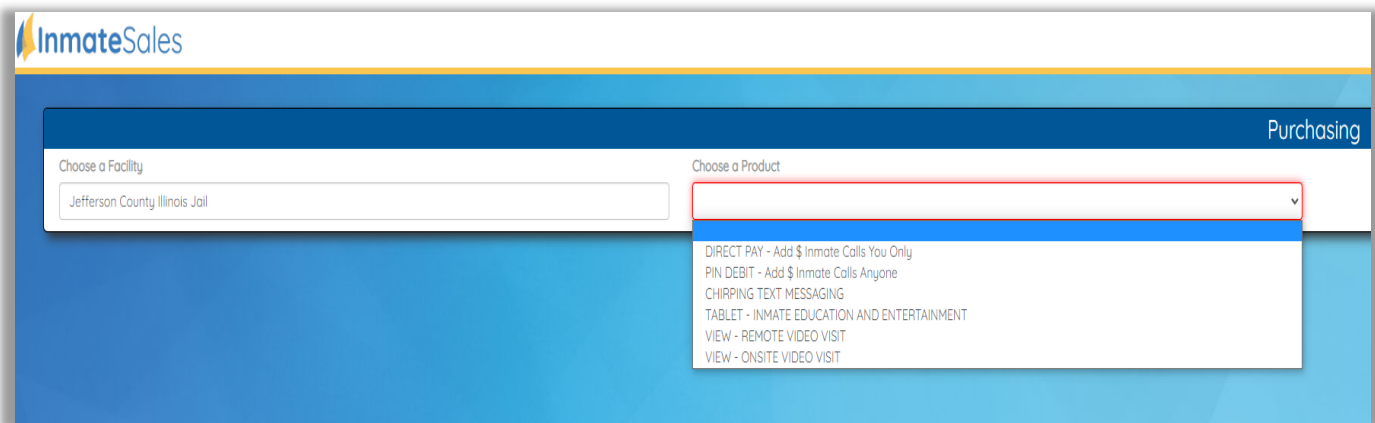
RE: Award of RFP for Inmate Telephone Service

Ms. Jones,

NCIC Inmate Communications has been notified of the award of Pulaski County’s RFP for Inmate Telephone Service to Combined Public Communications (“CPC”). As the incumbent provider for your facility for the past 7 years, it would be remiss of NCIC to not take this opportunity to share with you some important information pertaining to your RFP award and your path forward.

Unfortunately, in our industry, there are certain companies who specialize in what we refer to as “fee harvesting” (regarding the funding fees that Providers in our industry charge to friends and families of inmates, for their communications accounts). CPC is one of those companies, and this will absolutely have ramifications for your agency, and the monthly revenue-share that you receive.

CPC requires separate prepaid accounts, with separate funding fees, for the different services they offer. The screenshot below is taken from inmatesales.com, which is the CPC website that friends and families of inmates use to add money to their communications accounts. Towards the right, you can see the different services offered by CPC at the Jefferson County Jail in Illinois:



Of all of those six services listed, there are separate prepaid accounts, with separate funding fees, for five of them. Below, I outline what the separate funding fee is, for each of these services .

Direct Pay – a \$30.00 deposit has a funding fee of \$3.99:

Purchase: \$30	Fee: \$3.99	Total: \$33.99
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PIN Debit - a \$30.00 deposit has a funding fee of \$3.99:

Purchase: \$30	Fee: \$3.99	Total: \$33.99
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Chirping (Text Messaging) – a \$30.00 deposit has a funding fee of \$5.02:

Purchase: \$30	Fee: \$5.02	Total: \$35.02
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Tablets - a \$35.00 deposit has a funding fee of \$5.17:

Purchase: \$35	Fee: \$5.17	Total: \$40.17
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Remote Visitation – a \$6.00 fee for one single Video Visit has a funding fee of \$4.30.

Purchase: \$6	Fee: \$4.3	Total: \$10.3
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So, as you can clearly see, friends and families of inmates in the Jefferson County Jail in Illinois can spend \$22.47 in funding fees on the various CPC services installed at that Jail, before they have even connected with their incarcerated loved one. Providers that do this, do it deliberately, understanding full well that it's an effective way to manipulate the revenue-share ("commission") percentage that exists within their agreements with counties. As you're probably aware, the commission percentages found in inmate telephone agreements relates to the actual communications revenue....not the "fee revenue." This is the sole reason that CPC (and certain other providers) are able to offer commission percentages in the 80's and 90's, during inmate telephone RFPs. It's an artificial number, not at all based on anything solid, and they know they're going to be steering plenty of revenue back to them on the "back end," through the mass fee-harvesting as I outline above.

All providers in our industry charge funding fees, including NCIC. But there's some pretty significant differences in how different providers manage their collection of fees. With NCIC, there is only ONE prepaid communications account for friends and family (covering all of our services: phones, video and visitation and messaging), with just the one funding fee of \$3.00 which funds ALL services. We are not separating out the accounts in hopes of maximizing the "fee revenue."

I am hoping to visit with you and Warden Spurlock about this for a few minutes in the very near future, if you would be open to it. As I mention above, it's our belief that there will be a significant impact to your agency, should this arrangement be introduced.

Thanks for your consideration,

Craig Storer
Director of Marketing
NCIC Inmate Communications
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