

Incarcerated Communication Services are:

Any and all communication services provided by telephone corporations to incarcerated or detained minors or adults held in California, including, but not limited to:

- **Federal and state correctional facilities and immigration detention centers.**
- **City and county jails, juvenile detention centers, holding centers and camps.**

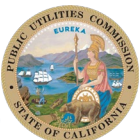
Services are provided to approximately 350 facilities in California under individual contracts between service providers and state, county and municipal facilities.



Staff's data analysis and sources:

To get a better understanding of the issue, the Communications Division gathered and reviewed quantitative and anecdotal data from the following sources:

- **Data requests to Incarcerated Calling Services providers in California.**
- **Meetings with advocates, service providers, California State Sheriff's Association, San Francisco City and County.**
- **Presentation by the Aspen Institute, The Costs of Jails and Commissary Markups webinar, February 23, 2021.**



Findings:

- **Incarcerated calling services are provided to approximately 350 facilities in California through contracts with jurisdictions or individual facilities.**
- **Current rates are not market based and terms and conditions are set forth in contracts between service providers, facilities or jurisdictions.**
- **Current rates are inconsistent throughout the state and vary between jails and prisons.**
- **Fees from non telecommunication services add to the cost of the call.**
- **Revenues from calls support other programs.**



Findings, current rates:

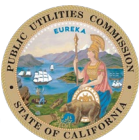
- **Intrastate per minute rates range from free to \$1.75 per minute.**
- **First minute rates range from free to \$3.60 per minute.**
- **Ancillary charges:**

Single call rate:	As high as \$3.00
Automated payment charge:	As high as \$3.00
Third party fee:	As high as \$6.95
Live agent fee:	As high as \$5.95
Paper bill fee:	As high as \$2.95



The Commission proposes immediate relief by adopting the Federal Communications Commission (FCC) interim interstate rates for California intrastate rates.

- Rate caps of \$0.21 per minute for debit and pre-paid calls.
- Rate caps of \$0.25 per minute for collect calls.
- Rate caps on the following fees:
 - No markups on single call fees.
 - Automated payment fees: Maximum of \$3.00 per use.
 - No markups on Third-party financial transaction fees.
 - Live agent fees: \$5.95 per transaction.
 - Paper bill fees: \$2.00 per statement.



The Commission proposes immediate relief by adopting the Federal Communications Commission (FCC) interim interstate rates for California intrastate rates. (continued)

- Prohibition on markups for mandatory pass-through government taxes and fees.**
- Prohibition on all ancillary fees not specified by FCC.**
- The Interim Rate structure will stay in place until the Commission adopts the proposed FCC's permanent rates of \$0.14 per minute for prisons and \$0.16 for jails, or a Final Decision in this Rulemaking.**





California Public Utilities Commission

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