

1. Will taxpayer money or DOC money be used to pay for the tablets?

No. JPay will be providing the tablets and the officer devices at no cost to the DOC or to the taxpayers. JPay will also be providing all of the installation, networking and infrastructure required for their operation at no cost to the DOC or taxpayers. JPay will recoup their investment by charging for the services available on the tablet.

2. Will tablets make the institution safer for staff?

Yes. The offenders will have to earn the right to purchase the premium and most desirable options on the tablet through good behavior. Research has shown that positive rewards lead to a safer environment for employees.

3. Do you have any tablet success stories?

Yes. Pima County, Arizona reports that staff assaults decreased by 60% after tablet installation and offender on offender assaults are down 40%. There aren't a lot of specific stats available at this time but at the end of this document there are quotes from various agencies.*

4. Will there be video-visitation from the Tablet?

No. The offender tablet does not have a camera to capture photo or video. Video visitation will only be available from the JPay's Offender kiosks which will be located throughout MODOC institutions.

5. Does the Tablet have a camera?

No. There is no camera hardware within JPay's Offender Tablets.

6. When will offenders receive their tablets?

The timeline is currently being developed, however, it is our hope that everyone will have a tablet by the end of 2018.

7. Will there be Wi-Fi in all areas of the institution?

No. JPay will provide secure wireless access points that will allow only JPay's tablets to connect. Only designated areas within each facility will be "hotspots."

These secure wireless access points allow JPay's tablets to download content only from JPay's servers and have no access to anything outside of that environment.

8. Are these kiosks replacing our current kiosks and how many will we have?

No. The current kiosks are utilized for Canteen services and will remain. Additional kiosks will be installed for the JPAY services. The number of kiosks available per site will be dependent upon needs of the facility.

9. What is a JPay stamp?

Jpay stamps are digital credits that offenders and their friends and family can purchase to send emails. Each Jpay stamp cost .25 cents. The person sending the email is charged for the Jpay stamp. There is not an additional charge for the offender to receive the email. An email containing text only will require 1 Jpay stamp. An email containing text, pictures or e-cards will require additional Jpay stamps.

10. What services will be available on offender tablets?

a. Music Products

- i. Ability to listen to purchased songs
- ii. Ability to purchase and download songs from an abbreviated catalog (full catalog is available on JPay's Offender Kiosks at this time.
- iii. There is an included FM radio tuner on each tablet (no cost)

b. Movie / Content Rentals

c. Email

- i. Ability to compose and send emails

(Emails with text only cost 1 JPay Stamp; offenders initially receive 4 free Jpay stamps per month.)

- ii. Ability to read received emails (no cost)
 - iii. Ability to see photos (when available)
 - iv. Ability to view VideoGrams (when available)
- d. Games
 - i. A couple of games are included on the tablets
 - ii. Additional games may be purchased
- e. Offender Request Services
 - i. Grievances
 - ii. Medical Service Request
 - i. Communication with Classification Team
- b. Educational Content
 - i. KA Lite educational videos
 - ii. Daily news feed (like a newspaper) is available at a minimal cost
 - iii. EBooks are available at a minimal cost
 - iv. Individualized educational assignments through the school
- c. Offender Phone Service

At a later date, offenders will be able to make phone calls via JPay's tablets at the same cost as a normal phone call. Please note that all services will not be made available to all offenders; some JPay tablet applications will be earned with good behavior.

11. What services are available on JPay's Offender Kiosk?

- a. Video Visitation (when available)
- b. All "Offender Request Services" (such as Grievances, Medical Services Requests, etc.)
- c. All email services
- d. The ability to browse a music catalog and preview & purchase music
- e. Purchased JPay content can be downloaded from the kiosk should the wireless network be offline.

12. Will restrictive housing offenders have tablets?

Yes. Restrictive housing offenders will have access to pre-loaded tablets as allowed by the Department or governed by policy and procedure. Offenders located in restrictive housing units will not have the same services available to them as those in General Population.

13. Will offender tablets have access to the internet?

No. Access will only be to JPay's servers and the only content offenders will have access to is prescribed content, maintained and monitored by JPay and the Department.

14. Is there policy and procedure related to the tablets?

Currently the department is working to develop procedures pertaining to tablets as well as identify other departmental policies that may need updated as a result of this implementation.

15. Will staff have the ability to take away the offenders tablet for bad behavior?

Yes, but It is our goal to keep the offenders connected to the tablets as much as possible so they are receiving all of the benefits that are offered. Policies and procedures will be developed to specify what types of violations will result in the offender losing tablet privileges for specified amounts of time.

16. How will Video Visitation be scheduled and monitored?

Video Visits must be scheduled at least 72 hours in advance and are subject to approval by the department. Visits will be monitored and the privilege may be taken away should the agency identify any illicit behavior. Civilians must schedule and pay for the visit; offenders will not be able to schedule a visit at this time. Video Visit sessions are currently planned on being 30 minutes each. There may be restrictions on who may schedule and attend/ participate in a video visit.

17. Will there be training on the tablets?

Yes. JPay will provide in-person training to both offenders and staff prior to implementation. Additionally, there will be training documents available on JPay's Offender Kiosk for offenders to review.

18. Will the Department of Corrections receive a commission from JPAY?

No, the Offender Canteen Fund will receive a 20% gross margin on the sale of songs, albums, movies, eBooks and games. Email, video visitation and phone minutes will not be subject to the canteen markup.

19. Is JPay going to be Missouri DOC's phone provider?

No. However, JPay is committed to working with MODOC's phone provider to ensure phone services are available on the tablet for offenders as they qualify.

20. Can offenders contact attorneys via email?

Yes, but all emails communications will be subject to review. These emails will **not** be considered legal mail with the same protections outlined in policy IS13-1.1

21. Can offenders simply contact anyone via email?

No, in order to have an email conversation with a civilian, an invite (a pre-written, pre-approved by MODOC form letter) must be sent from the offender to their loved one (civilian) via JPay. There is no cost to send the invite. A civilian may bypass the invite by simply emailing the offender first.

22. Can offenders contact each other?

No. JPay's system does not allow offender-to-offender communication.

23. How do offenders purchase services from JPay?

Offenders will be able to move funds from their trust account (spending account) to their JPay Media Account on JPay's kiosks. All JPay purchases (music, Jpay stamps, etc.) are deducted from an offender's JPay Media Account.

Funds in an offender's JPay Media Account are non-transferrable and non-refundable (in other words, all funds must be used before an offender is released or said funds are forfeited).

24. Will offenders be allowed to continue to order CDs once they are issued a tablet?

No. Further details will be made available closer to implementation regarding the phase out of outside purchases and CD's currently in offenders' possession.

25. Can offenders send pictures from the tablet?

No. There is no way to take photos with the tablet as there is no camera; however, offenders can store photos received from friends and family (when available) in the photo bucket section of their tablet.

26. Are JPay's tablets waterproof?

No. JPay's tablets are water-resistant. Spills of water onto the tablet will not destroy it, but if the tablet is submerged in water, it will be destroyed (not under warranty). As with all electronic devices, water should not be allowed to enter any open port on the device.

27. What are the dimensions of the tablet?

7.625" X 5" X .75" This device weighs approximately 1 lb.

28. What kind of battery does the tablet use?

The tablet uses a lithium ion battery that is rechargeable.

29. What is the storage capacity of the tablet?

32GB. A portion of this space will be used for both software and required departmental information while the remaining will be utilized by offenders for items purchased, etc. If the offender runs out of storage on their tablet, they will have the ability to store purchased content on JPay's secure servers to free up space and retrieve at a later date.

30. What if an offender breaks their tablet?

The initial tablet will be given to offenders at no cost. Replacement tablets will be purchased by the offender at a cost \$129.99

31. Do offenders get to take their tablet with them when released?

Yes. Tablets may be sent to JPay after an offender is released to “unlock” it so that the tablet owner may continue to use content purchased when incarcerated.

32. Does the tablet come with a warranty?

Yes, the tablet comes with a warranty of 90 days, but does not cover damage caused by the offender.

33. How will offenders load information on their tablets?

Media can be downloaded wirelessly where available or synced via sync cable to the kiosk located within the facility.

34. When will officers receive their devices?

The officer device program is currently in development. We anticipate these devices being available in a test environment within 1 year.

35. Will officers be able to remotely shut down services to the offender tablets?

Yes. In the event of an emergency, there will be a single switch to shut down all networks within the facility. This switch will be located near the switch that shuts down all offender phone services. In addition, selected department personnel will have the ability to lock a single tablet, a group of tablets, or all tablets within a given facility.

36. Will these tablets replace any staff in the department?

No. Tablets are not meant to replace staff within the department. These devices are intended to supplement the educational process, reduce the traditional work load of the mailroom staff and make our facilities safer work environments.

37. Can staff control/monitor what access point a tablet connects to?

Yes. For example: Tablets assigned to the access point in Housing Unit “3” will not connect to the access point in Housing Unit “4.”

38. Can an offender contact a victim?

No, no communication can occur between an offender and a civilian until an invite has been accepted by the civilian. Also, JPay’s system can block any civilian email address.

39. Can the DOC stop an offender from using any (or all) of JPay’s services?

Yes. JPay’s offender modules (i.e. music purchasing, emails, etc.) can be turned off by designated DOC staff.

40. Will staff have the ability to monitor offender tablet use?

Yes. Designated staff will have access to reports which showcase tablet usage trends, etc.



41. Can we send a mass notification via the tablets to offenders?

Yes. Designated staff will have this ability.

42. Will offenders be able to email staff?

Yes, but not directly. Offenders eventually will have the ability to send an email to a group mailbox within the classification office. Offenders will not have access to staff email, nor will they be able to email a specific staff within the facility.

****Success Stories***

GDC has seen firsthand the direct impact of JPay's tablets on inmate morale and agency operations. The tablets are a helpful behavioral modification tool, which has aided in reduced infractions and improved overall inmate compliance. Another advantage of their tablet program is the free education platform, which keeps inmates' minds busy and further prepares them for release. This is an agency funded program, which means each inmate receives a tablet at no cost, and outside of the inmate benefits, we also see agency advantages such as a cost savings in physical paper consumption (as certain inmate communication and handbooks are now located on the devices). We heartily endorse JPay's tablets and would recommend them to any state corrections agency.

- ***Georgia Department of Corrections***

"We haven't had a fight in either of the pods where these tablets have been deployed, and operationally, it's really helped us to create that safe and secure environment,"

– ***Sergeant Brian Amos, Sacramento County Sherriff's Department, California.***

"With less altercations in the jail, I think that's a positive thing. At the same time we're providing positive content. For these guys to improve their lives for them to stay out of custody and improve their lives once they get out."

– ***Sargent Chris Rodriguez, Madera County Jail, California***



“It provides a high-quality, safe, convenient alternative to live onsite visits,” Hansen said. “With onsite video visitation, inmates can visit with their loved ones without ever leaving their pod, providing security for staff, and closing off a key avenue for contraband. , customers have reported a noticeable drop in both inmate-to-inmate and inmate-to-staff violence immediately after video visitation systems were installed. Additionally, facilities have been able to sustain a 15 percent average drop of violent instances per year since installation.

–Research conducted by Norix