

**Amended Corrections Communication Rates in Massachusetts<sup>1</sup>**

Two companies currently provide communications services in Massachusetts prisons and jails: Securus Technologies, and ICSolutions. The table below reflects contract amendments negotiated by the DOC and thirteen county sheriffs’ offices following passage of No Cost Calls legislation. The amended contracts show the following:

1. Securus has introduced a new rate structure whereby video and electronic messaging rates are rolled into the “phone” rate. In some counties tablets and digitized mail scanning are also part of the “phone” rate.
2. Securus’ amended rates are significantly higher than ICSolutions’ amended rates.
3. While the expectation is that costs are higher in smaller facilities, that is not reflected uniformly in the amended rates in Massachusetts. The Suffolk County Jail and House of Correction, a large facility with an average daily population (ADP) of 1,158, is paying 9.59 cents per minute, whereas the Hampshire County Jail and House of Correction, a relatively small facility with an ADP of 133, negotiated down to 4.5 or 3.5 cents per minute, depending on call volume. Rates lower than those provided by Securus are clearly achievable.
4. Securus and eight county sheriff’s offices have asked the Administration and Finance department to issue a clarification of whether the commissions on tablets and media are prohibited under the No Cost Call law. In the meantime, they have set up escrow accounts to hold the commissions until a determination is made.<sup>2</sup>
5. Security costs of 2 cents per minute, in the form of Securus’ “Guarded Exchange” (GEX) monitoring system, is added to the base phone rates. Bundling monitoring does not comply with the new Federal Communications Commission’s rules published on September 20, 2024 and soon to be in effect.<sup>3</sup> This is reflected in the table as a “rate cap” of zero.

Agency	Per Minute “Phone” Rate (cents/minute)		FCC Cap	Effective Date	Provider	Contract End Date	
MA DOC	7.99	Phone	3.99	6	1/1/25	Securus	3/2/28
		Video	1.0				
		Video Equip. <sup>4</sup>	1.0				
		GEX	2.0	0			

<sup>1</sup> This document was prepared by Karina Wilkinson, [karinawilkinson@gmail.com](mailto:karinawilkinson@gmail.com), with the help of the No Cost Calls/Keeping Families Connected Coalition’s implementation team. Most of the contract amendments can be found here: [https://www.prisonpolicy.org/phones/massachusetts\\_contracts.html](https://www.prisonpolicy.org/phones/massachusetts_contracts.html)

<sup>2</sup> See section 3 of Franklin County Sheriff’s Office’s December 2023 first contract amendment with Securus: [https://www.prisonpolicy.org/scans/mass\\_contracts/franklin\\_amendment\\_dec2023.pdf](https://www.prisonpolicy.org/scans/mass_contracts/franklin_amendment_dec2023.pdf).

<sup>3</sup> The FCC Report and Order can be found here, and the rate caps are on page 2: <https://www.govinfo.gov/content/pkg/FR-2024-09-20/pdf/2024-19037.pdf>.

MA Counties	Per Minute "Phone" Rate (cents/minute)		FCC Cap	Effective Date	2023 ADP <sup>5</sup>	Provider	Contract End Date	
Bristol	7.29	Phone	3.99	7	1/1/25	676	Securus	3/2/28
		E Msg	1.3					
		GEX	2.0					
Barnstable	8.29	Phone	3.99	9	1/1/25	185	Securus	3/2/28
		Video	1.0					
		E Msg	1.3					
		GEX	2.0					
Berkshire	8.29	Phone	3.99	9	1/1/25	188	Securus	3/2/28
		Video	1.0					
		E Msg	1.3					
		GEX	2.0					
Dukes	8.25	Phone	6.25	12	4/1/26	15	Securus	12/16/27
		GEX	2.0					
Essex	7.49	Phone	3.99	6	1/1/25	1,014	Securus	3/2/28
		Video	1.0					
		Mail <sup>6</sup>	.5					
		GEX	2.0					
Franklin	8.29	Phone	3.99	9	1/1/25	171	Securus	3/2/28
		Video	1.0					
		E Msg	1.3					
		GEX	2.0					
Hampden	1.6		7	4/1/25	992	ICSolutions	9/30/24	
Hampshire <sup>7</sup>	4.5 or 3.5		9	4/1/25	133	ICSolutions	11/15/24	
Middlesex	8.29	Phone	3.99	7	4/1/26	653	Securus	3/31/28
		Video	1.0					
		E Msg	1.3					
		GEX	2.0					
Norfolk	8.79	Phone	3.99	7	1/1/25	342	Securus	3/2/28
		Video	1.0					
		E Msg	1.3					
		Mail	.5					
		GEX	2.0					
Plymouth	5.9	Phone	3.9	7	1/1/25	533	Securus	3/2/28
		GEX	2.0					
Suffolk	9.59	Phone	3.99	6	1/1/25	1,158	Securus	3/2/28
		Video	1.0					
		E Msg	1.3					
		Tablets	1.3					
		GEX	2.0					
Worcester	8.29	Phone	3.99	7	1/1/25	666	Securus	3/2/28
		Video	1.0					
		E Msg	1.3					
		GEX	2.0					

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<sup>4</sup> The Video equipment rate expires in March, 2026.

<sup>5</sup> ADPs for the county jails are based on data from the website: <https://www.mass.gov/lists/county-population-reports#fy2024-county-population-reports->. The annual average based on monthly data was calculated by Leah Allen, a paralegal at Prisoners' Legal Services of MA. ADP is not relevant to rate caps for state prison systems.

<sup>6</sup> This is one of two contract amendments in MA with "Digital Mail Service" bundled into the phone rate.

<sup>7</sup> The rates were obtained through an email from the records custodian. After 200,000 monthly minutes, the rate drops to 3.5 cents per minute.