



STATE OF WASHINGTON  
**DEPARTMENT OF CORRECTIONS**  
**OFFICE OF THE SECRETARY**  
P.O. Box 41101 • Olympia, Washington 98504-1101

January 20, 2021

Mr. Robert Pickens  
Securus Technologies, Inc.  
4000 International Parkway  
Carrollton, TX 75007  
[bpickens@securustechnologies.com](mailto:bpickens@securustechnologies.com)

*Sent via email*

Dear Mr. Pickens:

The Washington State Department of Corrections would like to again bring to your attention that we continue to receive numerous complaints about the quality of JPay services, more specifically, alleged technology infrastructure limitations (i.e., video visits not connecting, sending mail errors, etc.). I also sent you a letter via email on May 26, 2020, with no response.

In reaching out to you again, I am hopeful you are aware how the quality of products and services your company provides offers many positive benefits. However, when such services do not work as intended or promised, there are negative impacts to both incarcerated individuals and their family and friends. As I am sure you are aware, with visitation closed, individuals more heavily rely on JPay services to stay in contact. It is critically important your services function as intended and marketed.

Although we have brought to your attention quality issues in past communications, we continue to receive complaints from users of JPay services regarding:

- Poor quality video visits / video visits not working,
- Email application errors upon attempting to send mail, and,
- Overall perceived lack of customer service.

Although I understand we are all struggling with the demands of the current crisis, JPay has been a partner with us for over 10 years. Our Department values the relationship and the services you offer to the incarcerated population and their family and friends.

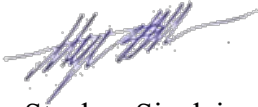
Mr. Robert Pickens

January 20, 2021

Page 2

I respectfully urge you to help us resolve this situation and rebuild confidence in your services moving forward.

Sincerely,

A handwritten signature in blue ink, appearing to read "Stephen Sinclair", with a horizontal line extending to the right.

Stephen Sinclair

Secretary

cc: Joanna Carns, Office of Corrections Ombuds (OCO)  
Dave Abel, Chief Executive Officer, Aventiv  
Tom Gores, Platinum Equity (sent via contact form on website)