

Federal Communications Commission Rules for Incarcerated People's Communications Services Providers in Prisons

Effective date	January 1, 2025
Voice rate cap	6 cents per minute (formerly 14 cents) ➤ Limited delayed implementation for caps
Video rate cap (including international)	16 cents per minute (interim) ➤ Limited delayed implementation for caps
International voice rate cap	6 cents rate cap plus international termination rate (differs by country)
Payments or commissions to carceral facilities	Banned ➤ Limited delayed implementation for site commission ban
Auxiliary add-on fees (expanded in next two slides)	Banned ➤ No fees for single calls, automated payments, paper bills, etc.
Mandatory disclosures (expanded in three slides)	All rates and practices, including the underlying international wholesale rate and how to obtain refunds, must be disclosed on the providers' publicly-available website, via the application to enroll, and on paper upon request.
Accessible services	Required, some services are dependent upon on the size of facility and whether broadband is available.

Deferred implementation of rate caps is limited

Facility	Contract Terms	Expiration Date of Contract in Effect on 6/27/24 <i>Expiration date does not include any automatic extensions.</i>	Effective Date of Rule
Prisons and Large Jails (1,000+)		Before January 1, 2025	January 1, 2025
Jails 999 or smaller		Before January 1, 2025	April 1, 2025
Prisons and Large Jails (1,000+)	Contract does not contain provisions automatically complying with a change in FCC rules and/or will need to be renegotiated regarding rates, site commissions or pass-through charges in order to comply.	On or after January 1, 2025	Earlier of contract expiration date or January 1, 2026
Jails 999 or smaller		On or after April 1, 2025	Earlier of contract expiration date or April 1, 2026

Deferred implementation of the end to site commissions is limited to legally mandated site commissions (not contractual)

- For all prisons and jails of all sizes, if a contract includes a legally mandated site commission payment and the contract expires on or after July 1, 2025, the compliance date will be the earlier of the contract expiration date or April 1, 2026
 - If there is a change of law provision in the contract, the original deadlines apply
 - Disclosures of ancillary charges or site commission fees are required as long as they are being charged.



Ancillary service fees banned

- Rules prohibit ALL “ancillary service charges, authorized fees, mandatory taxes and fees, and any other charges a provider may seek to impose on consumers”
 - Not allowed to be part of the rate calculation, not allowed to be deferred
- No longer allowed to charge consumers:
 - Automated payment fees
 - Call fees for collect calls billed through third parties
 - Live agent fees for phone payment
 - Live agent fees for an account set up
 - Paper bill/statement fees
 - Prepaid account funding minimums and maximums
 - Third-party financial transaction fees
 - Such as MoneyGram, Western Union, credit card processing fees and transfers from third party commissary accounts



New detailed disclosure rules

- All disclosures must be clear, accurate and conspicuous
- All disclosures must be available on providers' public websites and on any app or platform consumers use, and on paper upon request
- All disclosures must also be made in formats accessible to consumers with disabilities

New detailed disclosure rules - details

Providers must disclose:

- All rates and charges, including international call termination rates
- Information on how to manage, fund, and close an account
 - Including how to obtain a refund on any unused account balances
- Policies and procedures for inactive account balance
- All consumers must receive a monthly billing statement, and paper bills upon request
 - The monthly statement must include:
 - Amount of any deposits;
 - Duration and charge for any call on a per-minute basis;
 - Rates and charges applied to each call or communication;
 - Balance remaining in the account.
- Dropped call or communications policy (applies to alternative pricing plans as well)
 - Explaining the types of dropped calls and communications eligible for a refund or credit, and
 - Explaining how to file a complaint or request a refund

