

Hello from Securus.

### **BIG NEWS: Starting December 1, 2023, communicating from this facility with your family and friends will be FREE!**

Although this location may not offer our entire technology suite, **all Securus communications services available at your facility will be provided at no cost to you.** There's absolutely nothing you or your family and friends must do to take advantage of no-cost communications. If you have questions or want to learn more, we've included a list of frequently asked questions below.

Important note: Please use any remaining prepaid calling cards and/or stamps on your account prior to December 1, since at that time, their value will zero out as you will no longer need them to communicate with your loved ones!

We understand the importance of encouraging and strengthening bonds between loved ones, so we're honored to provide the vital communications services that help keep you connected with your family and friends.

Warmest regards,  
Your Securus Team

### **FREQUENTLY ASKED QUESTIONS**

#### **Why are communications services free?**

The Massachusetts state legislature has eliminated the charge for phone and other communications services provided to incarcerated individuals in Massachusetts and their loved ones effective December 1, 2023.

#### **Are communications services free at my facility?**

Yes! Beginning December 1, 2023, all communications services at correctional facilities in Massachusetts will be free.

#### **What Securus communications services will be free?**

All phone calling, Securus Video Connect, Securus Text Connect, eMessaging, eCard, VideoGram, and photo attachment services will be available to you and your family and friends at no cost. Not all services are available at each facility. Please check with your facility to verify the list of available services.

#### **What if my facility does not offer some of the Securus services included in the free communications initiative?**

***The availability of Securus products varies by facility.*** Some facilities may not offer our entire technology suite. However, the communications services provided by Securus that are available at your facility will be accessible to you at no cost.

#### **Who is eligible to receive free communications services?**

All incarcerated individuals at any facility in the state of Massachusetts and their family and friends will receive no-cost communication services. No-cost communication services will begin on December 1, 2023.

#### **What must I do to receive free communications services?**

Nothing! Communications services will automatically be available to you and your family and friends on December 1, 2023.

#### **How will my family and friends know that communications are now free?**

Although we've messaged those on our email list about the no-cost communications, please discuss the good news with all your family and friends!

## **Who should I reach out to if I have additional questions about free communications services?**

For questions about free communications, please speak with a facility administrator.

---

## **PHONE CALLING**

### **How do I use free phone calls?**

You will continue to make calls just as you do today. The only difference is that they will now be free, so you will no longer need to call collect!

### **Are there any restrictions on free calling?**

There may be restrictions on calls put in place by the facility – such as maximum call duration limits, call schedules or other facility-implemented call controls.

### **Can I call long-distance numbers for free?**

Yes. Long-distance calling is offered at no cost.

### **Can I call international phone numbers for free?**

Yes. International calling is offered at no cost.

### **Will phone calls still be monitored?**

Yes. All non-private phone calls will continue to be subject to recording and review per your facility's current call monitoring policies. There is no change.

---

## **EMESSAGING, ECARDS, VIDEOGRAMS, PHOTO ATTACHMENTS & STAMPS**

### **How will eMessaging work?**

The eMessaging service will operate just as it does today, except you won't be required to purchase stamps to communicate with your loved ones.

### **Are eMessaging add-ons (eCards, photo attachments, etc.) included?**

Yes. All additional eMessaging add-on services including eCards, VideoGrams, and photo attachments will be available at no cost.

### **Will eMessages still be monitored?**

Yes. All eMessages and related services (VideoGrams, photo attachments, etc.) will continue to be subject to recording and review per your facility's current monitoring policies.

### **What will happen to my remaining eMessaging stamps? Will there be refunds for unused stamps?**

We encourage you and your loved ones to use up all available stamps before December 1, 2023. There will be no refunds for stamps that were already purchased.

---

## **SECURUS VIDEO CONNECT**

### **How will video connect sessions work?**

Video connect sessions will continue to operate just as they do today. All video connect sessions scheduled for December 1, 2023 or later will be free of charge.

### **Will video connect sessions still be monitored?**

Yes. All video connect sessions will continue to be subject to recording and review per your facility's current monitoring policies.

---

## SECURUS TEXT CONNECT

**My family and friends purchased Securus Text Connect packages to message me. Will they receive a refund on any unused messages?**

Your family and friends will not receive a refund for any unused STC messages, so please encourage them to use up all available STC messages before December 1, 2023!

---

## PREPAID CALLING CARDS

**I purchased prepaid calling cards to pay for phone calls. Will I receive a refund?**

You will not receive a refund on any prepaid calling cards, so we encourage you to use those cards for phone calling before December 1, 2023.

---

## SECURUS DEBIT

**What will happen to the remaining funds from my Securus Debit account?**

Nothing. Funds in Securus Debit accounts will remain available for you to use on any available Securus service – such as games, music, movies or other non-communication technology – at your facility.