

TO: Inmates, and Friends and Family of Inmates

FROM: Vermont Department of Corrections

RE: JPay

DATE: February 14, 2017

The purpose of this is to inform inmates and families of the upcoming changes regarding the contract for inmate tablets and kiosk services.

On May 14, 2017, the contract that the State currently has with JPay, Inc. will terminate. The Department issued a formal Request for Proposals (RFP) in April 2016 for these services. The result of this RFP process is that a contract is being awarded to the Global Tel Link Corporation (GTL).

While there may be a slight lapse in services while one vendor removes equipment and the new vendor installs equipment, there are some important items to note:

JPay tablets are warranted for a period of 90 days after purchase. This means that any tablets purchased after April 1, 2017 will be out of warranty and will not be replaced; however, the content on your JPay player will still work after the warranty has expired.

Any funds in inmate JPay accounts that is not spent before May 14, 2017 will be forfeited. JPay does not issue refunds, and the kiosks will not be functional after May 14, 2017. No purchases will be able to be made after this date.

It is strongly encouraged that no deposits be made into JPay accounts after April 1, 2017. It is also encouraged that no new tablets be purchased from JPay starting immediately.

GTL will be providing tablets after their contract begins on May 14, 2017. GTL and JPay tablets are not compatible. Therefore, anyone who owns a JPay tablet now will continue to have access to media purchased on that tablet for the life of the device. GTL will be providing tablets free of charge for those who currently own a JPay tablet.