

# The Century Link Phone System

## *New services and associated rates*

**Bidding Process** – When the Department of Corrections went out to bid for new telephone and related services, we required that the companies that submitted a bid for the contract include a “pricing plan.” The plan needed to include a base charge for telephone calls only, and then add each extra component at a separate, specified price.

### Century Link’s Pricing Plan

Basic call rate for phone calls                      \$0.036 per minute

Additional services\*                                      \$0.107 per minute

(\*Edovo tablets, Keefe music player tablets, cell phone detection, pre-paid release cards and investigative tools)

**Total combined rate for all services              \$0.143 per minute**

**HB 426** – The rate cap introduced by the 2017 Legislature through HB 426 stated that, “A state prison that contracts with a telecommunications service provider to provide telecommunications services for inmates shall, to the extent feasible, contract with a telecommunications service provider to provide communications services for inmates that...does not charge excessive intrastate fees that are greater than 10 cents a minute.”

While the total combined call rate is more than 10 cents a minute, our base call rate of 3.6 cents is well under that amount. The additional cost is for new Keefe music players, Edovo tablets, and investigative tools.

**Lowest Cost Pricing Plan** – Century Link submitted the lowest cost pricing plan for the new services we wanted to provide.

We received bids from almost all the correctional telephone industry companies in the market today and, while all of them were able to provide a base call rate under \$0.10 per minute, none submitted a total bid package that was under \$0.10.

In contrast, the previous contract with Telmate charged a connect fee per call of \$0.24, plus \$0.12 per minute after that, just for the base call rate. Inmates did not receive any additional services under this contract.

### Comparative cost of a 12-minute call:

With Telmate              \$0.24 connect fee + \$1.44 (\$0.12x12) = \$1.68 with zero additional services

With Century Link      \$0.143 x 12 = \$1.71 with Edovo tablets and Keefe music players

### Comparative cost of a 20-minute call:

With Telmate              \$0.24 connect fee + \$2.40 (\$0.12x20) = \$2.64 with zero additional services

With Century Link      \$0.143 x 20 = \$2.86 with Edovo tablets and Keefe music players

**Upgrade to Keefe music players** – The inmates’ existing MP3 players are obsolete and no longer supported, so inmates need new players to continue listening to music they have downloaded, as well as to download new content. Century Link was the only company that was able to provide a Keefe music solution and offered to replace all current MP3 players with the Keefe tablet free of charge.

**The final decision** – In choosing Century Link, the RFP team weighed the following factors:

- the base call rate for phone calls is under \$0.10 per minute, and the increase of overall rates of only \$0.02 per minute
- the elimination of the \$0.24 connect fee
- the additional products and services available to inmates

Had the department opted to provide only phone service, the inmates would not have the benefit of the Edovo tablets or the Keefe music tablets.

The department has selected the most advantageous package of services for inmates and their families at a rate that is, to the extent feasible, within the requirements of HB426.

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