

# PRISON POLICY INITIATIVE

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January 19, 2016

Re: WC Docket No. 12-375  
Comments re Third Further Notice of Proposed Rulemaking ¶¶ 306,  
electronic messaging systems (email)

Dear Ms. Dortch:

Attached please find a Prison Policy Initiative report, *You've Got Mail: The promise of cyber communication in prisons and the need for regulation*. This report provides a first-of-its-kind analysis of the current state of electronic messaging in correctional facilities. While there are obvious benefits to electronic messaging—some related to security and others related to the potential for more frequent and faster communication—we find that electronic messaging is primed to be another opportunity for exploitation of families of incarcerated people and an end-run around the Commission's strong regulation of voice calls.

In the report, we make nine recommendations for the Commission and seven other recommendations for legislators, state public utility commissions, and correctional administrators, all with an eye toward making electronic messaging a tool that keeps incarcerated people and their families connected rather than a technologically advanced avenue for price gouging.

The report also includes 40 exhibits of evidence.

We urge the Commission to ensure fair and reasonable rates and practices in electronic messaging services.

Sincerely,



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