

Before the
Federal Communications Commission
Washington, D.C. 20554

In the Matter of)
)
Incarcerated People’s Communications Services;) WC Docket No. 23-62
Implementation of the Martha Wright-Reed Act)
)
Rates for Interstate Inmate Calling Services) WC Docket No. 12-375

ORDER

Adopted: April 3, 2026

Released: April 3, 2026

By the Chief, Wireline Competition Bureau:

I. INTRODUCTION

1. By this Order, we grant Securus Technologies, LLC’s request to waive the Commission’s per-minute pricing rules as applied to video incarcerated people’s communications services (IPCS) to enable Securus to continue offering video IPCS while it completes implementation of its new video IPCS platform that is able to bill on a per-minute basis.1 We find there is good cause to grant Securus’s waiver request up to and including July 6, 2026, subject to the conditions discussed below.

II. BACKGROUND

2. In the 2024 IPCS Order, the Commission promulgated rules implementing the Martha Wright-Reed Just and Reasonable Communications Act of 2022 (Martha Wright-Reed Act),2 which amended the Communications Act of 1934, as amended, (Communications Act) to require that the Commission “establish a compensation plan to ensure that all [IPCS] providers are fairly compensated and all rates and charges are just and reasonable for completed” IPCS communications.3 The Martha Wright-Reed Act also expanded the Commission’s jurisdiction to regulate IPCS to include video IPCS.4 Consistent with this Congressional mandate, in the 2024 IPCS Order, the Commission reduced existing per-minute rate caps for all incarcerated people’s audio communication services, and established, for the first time, interim per-minute rate caps for incarcerated people’s video communications services.5 Providers were originally required to comply with the per-minute pricing rules for video IPCS by

1 Amended Petition of Securus Technologies, LLC for a Further Extension of the Compliance Date for 47 C.F.R. § 64.6080 as Applied to Video Calling Services, WC Docket Nos. 23-62 and 12-375 (filed Mar. 25, 2026) (Amended Waiver Petition). Because Securus seeks relief from the Commission’s per-minute pricing rules as applied to video IPCS, the waiver we grant today encompasses all of the Commission’s rules applicable to the video IPCS per-minute pricing requirement—sections 64.6030(a), (c) and 64.6080. 47 CFR §§ 64.6030(a), (c), 64.6080.

2 Martha Wright-Reed Just and Reasonable Communications Act of 2022, Pub. L. No. 117-338, 136 Stat. 6156 (2022).

3 47 U.S.C. § 276(b)(1)(A).

4 Martha Wright-Reed Act §§ 2(a)(2), (b); 47 U.S.C. §§ 153(1)(E); 276(d); Incarcerated People’s Communications Services; Implementation of the Martha Wright-Reed Act; Rates for Interstate Inmate Calling Services, WC Docket Nos. 23-62 and 12-375, Report and Order, Order on Reconsideration, Clarification and Waiver, and Further Notice of Proposed Rulemaking, 39 FCC Rcd 7647 (2024) (2024 IPCS Order).

5 See, e.g., 2024 IPCS Order, 39 FCC Rcd at 7706, para. 119.

November 19, 2024.⁶ As of that date, providers were also required to refrain from imposing per-call, per-connection, or per-communication charges on consumers for any IPCS communication, including video IPCS.⁷

3. On December 6, 2024, Securus filed a petition seeking a time limited waiver of the per-minute pricing rules as applied to video IPCS up to and including November 19, 2025.⁸ Securus explained that it offers video IPCS in hundreds of facilities using “one of three different platforms—its legacy video platform, its NextGen platform that is being deployed, and the video platform used by its affiliate JPay.”⁹ According to Securus, “[e]ach of these platforms has its own separate billing system, and each of these platforms is capable of billing users of video IPCS only on a per-session basis.”¹⁰ While Securus initially began migrating its video calling services to platforms capable of per-minute billing, it ultimately determined that “the most efficient method of migration involves developing a new IPCS video platform which can bill on a per-minute basis.”¹¹ Securus estimated that this migration would not be completed until late 2025.¹²

4. The Wireline Competition Bureau (Bureau) granted in part Securus’s waiver petition up to and including September 1, 2025.¹³ The Bureau found good cause to waive the Commission’s per-minute pricing rules for Securus for video IPCS but required, as a condition of the grant of the waiver request, that “the rates Securus charges for its per session video IPCS during the time the waiver is in effect, do not exceed Securus’s rates in effect as of the date of [the] Order.”¹⁴

5. Securus met with Bureau staff to provide an update on its progress developing and deploying its new per-minute video IPCS platform on June 18, 2025.¹⁵ Securus explained that it would “not be able to fully deploy the new video calling platform” by September 1, 2025 and would “be seeking an extension of the current waiver through April 1, 2026.”¹⁶

⁶ See, e.g., *Wireline Competition Bureau Announces Effective Dates of 2024 Incarcerated People’s Communications Services Order and Comment Dates for 2024 Incarcerated People’s Communications Services Further Notice of Proposed Rulemaking*, Public Notice, 39 FCC Rcd 10681, 10681 (WCB 2024). Providers are also permitted to offer video IPCS under alternate pricing plans but must first offer a per minute pricing plan before an alternate pricing plan is permitted. *2024 IPCS Order*, 39 FCC Rcd at 7875-92, paras. 427-64.

⁷ 47 CFR § 64.6080. “Per-call, per-connection, or per-communication charge” is defined as “a one-time fee charged to a Consumer of IPCS at call or communication initiation.” 47 CFR § 64.6000.

⁸ See Petition of Securus Technologies, LLC for Waiver to Extend the Compliance Date for 47 C.F.R. § 64.6080 as Applied to Video Calling Services, WC Docket No. 23-62, at 2 (filed Dec. 6, 2024) (2024 Securus Waiver Petition); Declaration of Jessica Lust in Support of Securus Technologies, LLC’s Petition for Waiver, WC Docket No. 23-62 (filed Dec. 6, 2024) (2024 Lust Declaration).

⁹ 2024 Lust Declaration at 1, para. 3; 2024 Securus Waiver Petition at 2-3.

¹⁰ 2024 Lust Declaration at 1, para. 3; 2024 Securus Waiver Petition at 1.

¹¹ 2024 Securus Waiver Petition at 4; 2024 Lust Declaration at 2, para. 7.

¹² 2024 Securus Waiver Petition at 6; 2024 Lust Declaration at 2, para. 6.

¹³ *Incarcerated People’s Communications Services; Implementation of the Martha Wright-Reed Act; Rates for Interstate Inmate Calling Services*, WC Docket Nos. 23-62 and 12-375, Order, 39 FCC Rcd 13726, 13726, para. 1 (WCB 2024) (2024 Securus Waiver Order).

¹⁴ The Bureau acknowledged that Securus filed its waiver petition after the Commission’s rules adopted in the *2024 IPCS Order* went into effect on November 19, 2024. The Bureau found it to be in the public interest to grant the waiver request retroactive to November 19, 2024. *2024 Securus Waiver Order*, 39 FCC Rcd at 13727 n.8.

¹⁵ Letter from Michael H. Pryor, Counsel to Securus Technologies, LLC, to Marlene H. Dortch, Secretary, FCC, WC Docket Nos. 23-62 and 12-375, at 1 (filed June 23, 2025) (Securus June 23, 2025 *Ex Parte*).

¹⁶ Securus June 23, 2025 *Ex Parte* at 1.

6. On June 30, 2025, the Bureau adopted the *2025 IPCS Waiver Order* extending the deadlines by which all IPCS providers must comply with certain rules adopted in the *2024 IPCS Order* until April 1, 2027 or any alternative date the Commission sets as part of further action in its IPCS proceedings.¹⁷ Specifically, the Bureau temporarily waived “the deadlines for complying with the rate cap, site commission, and per-minute pricing rules adopted in the *2024 IPCS Order*.”¹⁸

7. On October 28, 2025, the Commission adopted the *2025 IPCS Order*, which again amended certain compliance dates.¹⁹ In that Order, the Commission established interim audio and video IPCS rate caps, among other reforms, and required compliance with the reforms adopted in that Order 120 days after publication in the Federal Register.²⁰ The Commission explained that the new compliance date “supersedes the April 1, 2027 compliance deadline previously established” in the *2025 IPCS Waiver Order*.²¹ Thus, the compliance date of the *2025 IPCS Order* became the date on which compliance will be required with the three rules temporarily suspended in the *2024 IPCS Waiver Order*, including, as relevant here, the per-minute rate requirement for IPCS offerings.²² The *2025 IPCS Order* was published in the Federal Register on December 5, 2025, and established a compliance date of April 6, 2026.²³

8. Securus then filed a petition seeking a further waiver of the Commission’s per-minute pricing rules as applied to video IPCS on December 8, 2025.²⁴ Citing “ongoing technical and operational challenges,” Securus sought a waiver until April 30, 2027.²⁵ Securus argues there is good cause to support its waiver request because it has “repeatedly communicated” with the Commission regarding its progress implementing per-minute pricing for its video IPCS and has worked “diligently” to do so “as soon as practicable.”²⁶ Securus also contends that the waiver is in the public interest because without a video IPCS system that can bill on a per-minute basis, “Securus will either have to stop offering this service to incarcerated persons altogether, or it must offer the service without charge (and, therefore, at a

¹⁷ *Incarcerated People’s Communications Services; Implementation of the Martha Wright-Reed Act; Rates for Interstate Inmate Calling Services*, WC Docket Nos. 23-62 and 12-375, Order, 40 FCC Rcd 4309, 4309, para. 1 (WCB 2025) (*2025 IPCS Waiver Order*).

¹⁸ *2025 IPCS Waiver Order*, 40 FCC Rcd at 4309, para. 1.

¹⁹ See generally *Incarcerated People’s Communications Services; Implementation of the Martha Wright-Reed Act; Rates for Interstate Inmate Calling Services*, WC Docket Nos. 23-62 and 12-375, Report and Order, Order on Reconsideration, and Further Notice of Proposed Rulemaking, FCC 25-75 (adopted Oct. 28, 2025) (*2025 IPCS Order*).

²⁰ *2025 IPCS Order* at 42, para. 88.

²¹ *Id.*

²² *Id.*

²³ FCC, *Incarcerated People’s Communication Services; Implementation of the Martha Wright-Reed Act; Rates for Interstate Inmate Calling Services*, 90 Fed. Reg. 56013 (Dec. 5, 2025); *Wireline Competition Bureau Announces Effective Dates of 2025 Incarcerated People’s Communications Services Rules and Comment Dates for 2025 Incarcerated People’s Communications Services Further Notice of Proposed Rulemaking*, WC Docket Nos. 23-62 and 12-375, Public Notice, DA 25-1040 at 1 (WCB rel. Dec. 9, 2025).

²⁴ Petition of Securus Technologies, LLC For a Further Extension of the Compliance Date for 47 C.F.R. § 64.6080 as Applied to Video IPCS, WC Docket Nos. 23-62 and 12-375 (filed Dec. 8, 2025) (*2025 Waiver Petition*); Declaration of Jessica Lust in Support of Securus Technologies, LLC’s Petition for a Further Extension of the Compliance Date of 47 C.F.R. § 64.6080 as Applied to Video Calling Services (filed Dec. 8, 2025) (*2025 Lust Declaration*).

²⁵ *2025 Waiver Petition* at ii; *2025 Lust Declaration* at paras. 12-14 (discussing the testing and deployment work that remains, the need to amend existing contracts, and the need to educate consumers about the transition to the new platform).

²⁶ *2025 Waiver Petition* at 7-8.

loss).²⁷ Securus contends that “[e]ither alternative would likely expose Securus to claims that it is in breach of contract.”²⁸ Securus further submits that the “loss of video calling services would harm incarcerated people and their family and friends.”²⁹

9. Global Tel*Link Corporation d/b/a ViaPath Technologies (ViaPath) filed comments on the 2025 Waiver Petition.³⁰ ViaPath argues that further extension of the compliance date will not serve the public interest because doing so would subject incarcerated people in correctional facilities served by Securus “to per-session billing for video IPCS while every other provider in the industry will have implemented per-minute billing consistent with the requirements of the *2025 IPCS Order*.”³¹ ViaPath alleges that “Securus has been actively promoting its video IPCS offerings in response to various Requests for Proposals . . . which could result in even more end users being subject to per-session billing for video IPCS.”³² ViaPath contends that this runs counter to the importance the Commission has placed on per-minute rates in establishing just and reasonable IPCS rates and charges and in curbing abusive practices associated with other existing video IPCS rate structures.³³

10. Securus met with Bureau staff on January 21, 2026 to provide another update on its progress developing and deploying a video IPCS platform capable of per-minute billing.³⁴ Securus explained that it anticipated “completing the full transition of all systems to the new per-minute video IPCS platform by March 31, 2027.”³⁵ Securus also noted that “development and testing of the new per-minute video IPCS platform was complete, and [its] transition to that platform has already begun.”³⁶ Securus outlined two “remaining challenges.”³⁷ First, Securus explained “the need to complete the contracting and deployment process at individual customers.”³⁸ This involves both “concluding the contract negotiation and approval process” and “actual deployment in each facility.”³⁹ Second, Securus explained that it must complete “the transition of the JPay video platform,” which will require additional hours of “IT development . . . to upgrade to the new video IPCS platform.”⁴⁰ Securus estimated it would

²⁷ *Id.* at 13.

²⁸ *Id.*

²⁹ *Id.*

³⁰ Letter from Angela F. Collins, Counsel to Global Tel*Link Corporation d/b/a ViaPath Technologies, to Marlene H. Dortch, Secretary, FCC, WC Docket Nos. 23-62 and 12-375 (filed Dec. 18, 2025) (ViaPath Dec. 18, 2025 Comments).

³¹ ViaPath Dec. 18, 2025 Comments at 2.

³² *Id.*

³³ *Id.* at 2-3 (quoting *2024 IPCS Order*, 39 FCC Rcd at 7709-10, paras. 124-25).

³⁴ *See generally* Letter from Michael S.J. Lozich, Associate General Counsel, Regulatory Affairs, Securus Technologies, LLC, to Marlene H. Dortch, Secretary, FCC, WC Docket Nos. 23-62 and 12-375 (filed Jan. 23, 2026) (Securus Jan. 23, 2026 *Ex Parte*).

³⁵ *Id.* at 2.

³⁶ *Id.* at 3.

³⁷ *Id.*

³⁸ *Id.*

³⁹ *Id.* According to Securus, this also includes tasks such as “educating and notifying customers of the new product; training correctional employees on its use, internal training for account management, field operations, customer support and establishing on-line support mechanisms and other user guides; updating and modifying rate sheets; updating terms and conditions” as well as “site audits, network, assessments, performance monitoring, and infrastructure upgrades to support higher bandwidth and data loads.” Securus Jan. 23, 2026 *Ex Parte* at 3-4.

⁴⁰ Securus Jan. 23, 2026 *Ex Parte* at 4.

complete the conversion of its JPay customers “by the end of March 2027.”⁴¹

11. Securus amended its waiver petition on March 25, 2026.⁴² Securus explains that it has made “tremendous strides in converting its various per-session video billing platforms to a single per-minute billing system and now anticipates that by April 6, 2026, it will have converted a substantial majority of its facilities to per-minute billing.”⁴³ Securus notes that it has “streamlined the process to obtain necessary modifications to its contracts and approvals from correctional authorities to deploy the per-minute billing platform” that reduces the need for lengthy negotiations.⁴⁴ At the same time, Securus is “mindful . . . that all of its video consumers should be charged no more than the Commission’s interim” rate caps.⁴⁵ With these considerations in mind, Securus “substantially reduces the requested extension of the deadline for per-minute video IPCS from March 2027 to July 6, 2026.”⁴⁶

12. While Securus intends to have a “substantial majority”⁴⁷ of its facilities converted to per-minute billing by April 6, 2026, it indicates that “circumstances may prevent every facility from being converted by then, in addition to those state prison systems utilizing the JPay tablet platform.”⁴⁸ To “provide consumers with the benefit of the Commission’s video rate cap protections” Securus offers that “on April 6, 2026, all video rates offered by Securus and JPay will comply with the Commission’s video rate caps” in the following manner:

(a) Where per-minute billing has already been implemented by April 6, 2026, Securus will . . . comply with the Commission’s relevant video rate caps [from the *2025 IPCS Order*] that become effective as of that date.

(b) As facilities convert to per-minute billing during the extension period, the video rates at those facilities will comply with the rate caps set forth in the [*2025 IPCS Order*].

(c) For unconverted facilities with the per-session video IPCS platforms, their per-session rates will be reduced (as applicable) on April 6, 2026, to the equivalent per-minute rate (e.g., for a large jail presently with a per-session video IPCS rate of \$5.00 for a 20-minute session (effective rate of \$0.25/minute), the rate would be reduced on April 6, 2026, to \$3.80 for the 20-minute session (for an effective rate of \$0.19/minute).⁴⁹

13. For correctional facilities that are not converted to Securus’s new per-minute video IPCS platform by July 6, 2026, “Securus will implement a program to refund consumers a pro-rata amount for any unused session time.”⁵⁰ Securus explains that during the 91-day waiver period, “Securus will complete development of the business process to periodically review per-session video usage, identify the amount of unused minutes, and initiate a refund to the consumer for the charges related to the unused minutes.”⁵¹ Securus “anticipates periodic reviews of per-session video IPCS usage to identify, calculate,

⁴¹ *Id.*

⁴² *See generally* Amended Waiver Petition.

⁴³ *Id.* at 1.

⁴⁴ *Id.* at 3.

⁴⁵ *Id.*

⁴⁶ *Id.* at 4.

⁴⁷ *Id.* at 1.

⁴⁸ *Id.* at 1, 4.

⁴⁹ *Id.* at 4.

⁵⁰ Amended Waiver Petition at 4.

⁵¹ *Id.*

and process refunds within 48 hours of call completion.”⁵² Securus offers to provide the Bureau with periodic updates on its progress.⁵³

III. DISCUSSION

14. We find good cause to waive the Commission’s per-minute pricing rules for Securus as they apply to video IPCS up to and including July 6, 2026, contingent upon the conditions set forth below.⁵⁴

15. The Commission may waive its rules “on its own motion or on petition” for good cause shown.⁵⁵ The Commission may exercise its discretion to waive a rule where the particular facts make strict compliance inconsistent with the public interest.⁵⁶ In addition, the Commission may take into account considerations of hardship, equity, or more effective implementation of overall policy on an individual basis.⁵⁷ Waiver of the Commission’s rules is appropriate if both (i) special circumstances warrant a deviation from the general rule and (ii) such deviation will serve the public interest.⁵⁸

16. We find that Securus has demonstrated that its waiver request presents special circumstances that warrant a deviation from the Commission’s per-minute pricing rules as applied to video IPCS. While Securus “now anticipates that by April 6, 2026, it will have converted a substantial majority of its facilities to per-minute billing,” it “does not anticipate being able to convert every facility to per-minute billing” by that date.⁵⁹ Based on Securus’s representations, for those facilities that Securus cannot convert to per-minute pricing by April 6, 2026 deadline, “Securus will either have to stop offering this service to incarcerated persons altogether, or it must offer the service without charge (and, therefore, at a loss)” absent a waiver.⁶⁰ “Either alternative would likely expose Securus to claims that it is in breach of contract.”⁶¹ Additionally, we find that Securus has made diligent efforts to communicate its compliance issues and update the Commission on the status of its transition to the new video IPCS platform.⁶² It is clear that while Securus has made considerable progress in achieving compliance with the Commission’s per-minute pricing rules for video IPCS, there is some work yet to do. Together, we find that these circumstances constitute special circumstances meeting the first prong of our waiver standard. Securus’s representations to date demonstrate that Securus has continued to make progress in the development and deployment of its new video IPCS platform capable of billing on a per-minute basis

⁵² *Id.* at 4-5. We refer to Securus’s commitments with regard to refunds and the pricing commitments discussed above as the Pricing and Refund Commitments.

⁵³ *Id.* at 5.

⁵⁴ This waiver applies only to Securus. It does not apply to any other IPCS provider or any IPCS provider that may be served by Securus or its affiliates. Additionally, we do not interpret Securus’s waiver petition as a request to offer an alternate pricing plan for video IPCS and therefore expressly do not consider the per-session pricing arrangements Securus will offer under this waiver as subject to section 64.6140 of the Commission’s rules applicable to alternate pricing plans. 47 CFR § 64.6140.

⁵⁵ 47 CFR § 1.3.

⁵⁶ *Northeast Cellular Tel. Co. v. FCC*, 894 F.2d 1164, 1166 (D.C. Cir. 1990) (*Northeast Cellular*).

⁵⁷ *WAIT Radio v. FCC*, 418 F.2d 1154, 1159 (D.C. Cir. 1969); *Northeast Cellular*, 897 F.2d at 1166.

⁵⁸ *Northeast Cellular*, 897 F.2d at 1166.

⁵⁹ Amended Waiver Petition at 1.

⁶⁰ 2025 Waiver Petition at 13.

⁶¹ *Id.*

⁶² See generally 2024 Waiver Petition; Securus June 23, 2025 *Ex Parte*; 2025 Waiver Petition; Securus Jan. 23, 2026 *Ex Parte*; Letter from Michael H. Pryor, Counsel to Securus Technologies, LLC, to Marlene H. Dortch, Secretary, FCC WC Docket Nos. 23-62 and 12-375 (filed Mar. 26, 2026); Amended Waiver Petition.

since the Bureau granted Securus's first request for waiver in 2024. We therefore grant this waiver up to and including July 6, 2026 subject to the conditions below.

17. We are also persuaded that Securus's Pricing and Refund Commitments offered in the Amended Waiver Petition also constitute special circumstances justifying a waiver.⁶³ In addition to substantially shortening the requested waiver period from March 2027 to July 6, 2026, Securus makes certain commitments "to ensure that all consumers of its video services have the benefit of the Commission's video IPCS rate cap protections."⁶⁴ In particular, Securus commits to reduce per-session rates at those facilities that cannot be converted to per-minute billing for video IPCS by April 6, 2026 to equivalent applicable per-minute rates according to facility tier.⁶⁵ And Securus further commits to providing refunds to consumers who, after the end of the waiver period, are in correctional facilities that Securus has not yet converted to per-minute pricing.⁶⁶ We believe these commitments, which have not been offered by Securus before, provide important consumer benefits during and after the expiration of the waiver period and constitute special circumstances justifying the waiver. As discussed below, we expressly condition our grant of the requested waiver on compliance with these and other commitments.

18. We also find that grant of the requested waiver is in the public interest. The availability of IPCS—including video IPCS—brings many "wide-ranging and well-documented" benefits to incarcerated people and their loved ones.⁶⁷ Reduction or elimination of service thus deprives incarcerated people and their loved ones of those benefits. As Securus argues, the possible "loss of video calling service" that could result from the lack of a video calling system that can bill on a per-minute basis "would harm incarcerated people and their family and friends."⁶⁸ We agree. In contrast, we find that allowing Securus a "modest, 91-day extension" of the April 6, 2026 compliance date would not cause unreasonable harm based on Securus's particular showing here that it has made diligent efforts to comply with the Commission's per-minute pricing requirements for video IPCS and will continue those efforts coupled with the Pricing and Refund Commitments, designed to ensure that consumers receive the benefit of the Commission's rate caps.⁶⁹ We also find that grant of the waiver to allow Securus to continue to offer video IPCS on a per-session basis during the conversion to Securus's new per-minute video IPCS system will serve the public interest because "consumers benefit from having the ability to maintain access to video service on a per session basis should problems arise in their ability to register and adapt to the new billing platform."⁷⁰ We therefore conclude that the second prong of our waiver standard has been satisfied and that a waiver of the Commission's per-minute pricing rules as applied to video IPCS is appropriate under the circumstances presented here.

19. We find that Securus's Amended Waiver Petition substantially resolves ViaPath's concerns regarding potential public interest harms that could result from a prolonged waiver. ViaPath commented in response to the 2025 Waiver Petition, which sought waiver of the Commission's per-minute pricing rules for video IPCS until April 30, 2027. As ViaPath explains, Securus's initial waiver request sought "more than an additional year of time to transition" to per-minute billing for video IPCS.⁷¹

⁶³ Amended Waiver Petition at 4-5 (discussing the Pricing and Refund Commitments).

⁶⁴ *Id.* at 3.

⁶⁵ *See 2025 IPCS Order* at 4, tbl. 1 (showing the revised interim audio and video ICPS rate caps).

⁶⁶ Amended Waiver Petition at 4-5.

⁶⁷ *See, e.g., 2024 IPCS Order*, 39 FCC Rcd at 7664-65, para. 29; *2024 Securus Waiver Order*, 39 FCC Rcd at 13729, para. 10.

⁶⁸ 2025 Waiver Petition at 13.

⁶⁹ Amended Waiver Petition at 3.

⁷⁰ *Id.* at 1.

⁷¹ ViaPath Dec. 18 2025 Comments at 1.

Securus's Amended Waiver Petition substantially reduced the requested extension period. Securus now requests an additional 91-days, rather than an additional year. We believe this more modest extension will ensure that affected incarcerated persons and their families and friends are afforded the benefits of per-minute pricing with far less delay than Securus had first sought in the 2025 Waiver Petition. As ViaPath notes, per-minute pricing is the foundation of the Commission's efforts to ensure just and reasonable ICPS rates and charges.⁷² We find that the shortened waiver period reflected in the Amended Waiver Petition, coupled with Securus's progress to date in deploying its new video IPCS platform, will ensure that per-minute pricing is implemented as expeditiously as possible and is thus in the public interest.⁷³

20. As the Bureau did in the *2024 Securus Waiver Order*, we condition our grant of Securus's waiver request here.⁷⁴ As a condition of the grant of this waiver, we require that Securus implement and abide by all of the Pricing and Refund Commitments as discussed here and in the Amended Waiver Petition. First, we require that as of April 6, 2026, all video IPCS rates offered by Securus and JPay comply with the Commission's video IPCS rate caps.⁷⁵ This includes the following:

- (a) Where per-minute billing has been implemented as of April 6, 2026, Securus shall comply with the relevant video IPCS rate caps that become effective as of that date.
- (b) As correctional facilities convert to per-minute billing during the 91-day waiver period, the video IPCS rates at those facilities shall comply with the applicable video IPCS rate caps.
- (c) For correctional facilities that are not converted to per-minute billing as of April 6, 2026, Securus shall reduce per-session video IPCS rates to the equivalent per-minute rate according to facility tier.

21. While we expect Securus to abide by its representation that "it will have converted a substantial majority of its facilities to per-minute billing" by April 6, 2026,⁷⁶ for any and all correctional facilities that are not converted at the end of the waiver period on July 6, 2026, we require Securus to "implement a program to refund consumers a pro-rata amount for any unused session time."⁷⁷ Specifically, during the 91-day waiver period, Securus shall "complete development of the business process to periodically review per-session video IPCS usage, identify the amount of unused minutes, and initiate a refund to the consumer for the charges related to the unused minutes."⁷⁸ We further require

⁷² *Id.* at 2-3 (quoting *2024 IPCS Order*, 39 FCC Rcd at 7709, para. 124).

⁷³ We are cognizant that Securus is an outlier in coming into compliance with the per-minute billing requirement for video IPCS. ViaPath argues that granting Securus's waiver is not in the public interest as "every other provider will have implemented per-minute billing consistent with the requirements of the *2025 IPCS Order*" with the exception of Securus. ViaPath Dec. 18, 2025 Comments at 2. ViaPath argues that "[a]s one of the largest providers in the industry, Securus should have the wherewithal to complete implementation of the per-minute billing requirement within the allotted time for compliance just as all other providers are required to do." ViaPath Dec. 18, 2025 Comments at 3. We are not persuaded that granting the more limited waiver that Securus now requests is not in the public interest simply because the rest of the industry will have implemented per-minute billing for video IPCS by the April 6, 2026 compliance deadline. All providers were in a position to seek a waiver of the Commission's rules but Securus is the only provider that did so.

⁷⁴ See *2024 Securus Waiver Order*, 39 FCC Rcd at 13730.

⁷⁵ Amended Waiver Petition at 4.

⁷⁶ *Id.* at 1.

⁷⁷ Amended Waiver Petition at 4.

⁷⁸ *Id.*

Securus to issue refunds to consumers within 48 hours of call completion.⁷⁹ Doing so ensures that consumers are not unreasonably delayed in receiving refunds for sums that are rightfully theirs. We find that these conditions help ensure that grant of the waiver is in the public interest.

22. Finally, we require Securus to provide the Bureau with monthly written updates on its progress in deploying its new video IPCS platform beginning May 1, 2026 until such time as all correctional facilities served by Securus have been converted to the new per-minute video IPCS platform.⁸⁰ Beginning with the first monthly update, Securus shall specify the number of correctional facilities that, as of that date, have been converted to the new video IPCS platform and the remaining facilities to be converted. Each subsequent update shall provide the number of correctional facilities that have been converted since the last month's update and the remaining facilities to be converted to the new video IPCS billing system. The monthly updates shall also provide any other pertinent information related to the deployment of Securus's new per-minute video IPCS platform, including, but not limited to, the status of contract negotiations, any technical and operational difficulties, and consumer issues or complaints. The monthly updates shall be filed electronically in the Commission's Electronic Comment Filing System (ECFS) in WC Docket Nos. 23-62 and 12-375. Securus may file any information it believes should be afforded confidential treatment in accordance with the terms of the Protective Order in these proceedings.⁸¹

IV. ORDERING CLAUSES

23. Accordingly, IT IS ORDERED, pursuant to the authority contained in sections 1, 2, 4(i)-(j), 201(b), 218, 220, 276, 403, and 716 of the Communications Act of 1934, as amended, 47 U.S.C. §§ 151, 152, 154(i)-(j), 201(b), 218, 220, 276, 403, and 617, sections 0.91, 0.291, and 1.3 of the Commission's rules, 47 CFR §§ 0.91, 0.291, and 1.3, and the Martha Wright-Reed Just and Reasonable Communications Act of 2022, Pub. L. No. 117-338, 136 Stat 6156 (2022), that this Order in WC Docket Nos. 23-62 and 12-375 IS ADOPTED and that sections 64.6030(a), 64.6030(c), and 64.6080 of the Commission's rules, 47 CFR §§ 64.6030(a), 64.6030(c), and 64.6080, ARE WAIVED subject to the conditions imposed and to the extent specified herein until July 6, 2026.

24. IT IS FURTHER ORDERED, that the Amended Petition of Securus Technologies, LLC For a Further Extension of the Compliance Date for 47 CFR § 64.6080 as Applied to Video Calling Services filed by Securus on March 25, 2026 IS GRANTED as described herein.

25. IT IS FURTHER ORDERED, that pursuant to section 1.102(b)(1) of the Commission's rules, 47 CFR § 1.102(b)(1), this Order SHALL BE EFFECTIVE upon release.

FEDERAL COMMUNICATIONS COMMISSION

Joseph S. Calascione
Chief
Wireline Competition Bureau

⁷⁹ *Id.* at 4-5.

⁸⁰ *Id.* at 5.

⁸¹ *Incarcerated People's Communications Services; Implementation of the Martha Wright-Reed Act; Rates for Interstate Inmate Calling Services*, WC Docket Nos. 23-62 and 12-375, Protective Order, 38 FCC Rcd 2498 (WCB 2023).