

# EXHIBIT 11

Screening Out Family Time:  
The For-Profit Video Visitation Industry in Prisons and Jails

*Fee Breakdown*

**PRISON**  
POLICY INITIATIVE

<b>Company</b>	<b>Website (Credit/Debit)</b>	<b>Phone (Credit/Debit)</b>	<b>Western Union (Cash)</b>	<b>MoneyGram (Cash)</b>	<b>Lobby Kiosk (Cash)</b>	<b>Lobby Kiosk (Credit/Debit)</b>	<b>Mail (Money Order)</b>	<b>Source</b>
<b>ICSolutions and VizVox</b> (based off a \$10 for 20- minute video visit in Champaign County, IL with Massachusetts sales tax)	<b>\$6.95</b> processing fee for \$0.01- \$50.00 deposit amount + <b>\$2.34</b> taxes	<b>Not offered</b>	<b>\$5.95</b> Western Union SwiftPay <i>or</i> <b>\$9.99</b> Western Union Quick collect + <b>\$2.27</b> taxes	<b>Not offered</b>	<b>Not offered</b>	<b>Not offered</b>	<b>\$2.27</b> taxes	ICSolutions website; Emailed ICS Customer Care; Called ICSolutions on November 26, 2014
<b>Telmate</b> (Douglas County, CO)	<b>\$8.20</b> for \$25 deposit amount	<b>\$10.13</b> for \$25 deposit amount	<b>Not offered</b>	<b>\$4.78</b> for \$25 deposit amount + <b>\$5.00-9.00</b> MoneyGram fee	<b>\$2.75</b> for \$25 deposit amount	<b>\$9.69</b> for \$25 deposit amount	<b>\$4.78</b> for \$25 deposit amount	Called Telmate Customer Service on November 24, 2014
<b>TurnKey Corrections</b> (Buchanan County, MO)	<b>\$8.95</b> for \$0.00-\$150.00 deposit amount	<b>Not offered</b>	<b>Not offered</b>	<b>Not offered</b>	<b>\$2</b>	<b>\$8</b>	<b>Not offered</b>	Inmate Canteen website; Buchanan County contract
<b>TurnKey Corrections</b> (La Paz	<b>\$8.95</b> for \$0.00-\$150.00 deposit	<b>Not offered</b>	<b>Not offered</b>	<b>Not offered</b>	<b>\$1</b> for the first 12	<b>\$8</b>	<b>Not offered</b>	Inmate Canteen website; La

County, AZ; Mineral County, MT)	amount				months			Paz County contract; Mineral County contract
<b>TurnKey Corrections</b> (Lemhi County, ID; Sandusky County, OH)	<b>\$8.95</b> for \$0.00-\$150.00 deposit amount	<b>Not offered</b>	<b>Not offered</b>	<b>Not offered</b>	<b>\$0</b>	<b>\$8</b>	<b>Not offered</b>	Inmate Canteen website; Lemhi County contract; Sandusky County contract