

Fee Type	Current Contract with ViaPath (1 year)	Rejected Smart Contract	Proposed Under ViaPath New Contract (3/19/2026)	Proposed Under ViaPath New Contract Revised (4/10/2026)
Free Calls	No	No, but 2 free messages per week	No	1 call up to 10 minutes a day (no roll over); <i>\$0.30/per resident/per day value (\$68K/year)</i>
Debit and Collect Calls (local or interstate)	\$.07 / min	\$.03 / min	\$.03 / min	\$.03 / min
Video Visitation (remote)	\$.12 / min	\$.12 / min	\$.12 / min	\$.12 / min
Video Visitation (on site)	free	free	free	free
Written message or photo attachment FROM or TO fam/friends (billed to sender)	\$.25 / per written message and per photo attachment received	Written SMS Message (up to 100 characters): \$.10/message; Written "Email" Message (up to 30,000 characters) \$.50/message; Photo Delivery Per Photo Received \$.50	\$.50 / per message and per photo received	\$.25 / per message and per photo received
Messaging to Friends & Family (Billed to sender)	\$.05/min	No Fee	\$.06/min	<i>\$.06/min</i>
Tablet Use	Tablet content (standard) \$.05 / min, promotional \$.03 / min	\$.00/min	Basic or promo content \$.06 / min *Basic content includes tablet use across multiple applications simultaneously including movies, music, written messaging, games. When multiple applications are used concurrently, a single charge of \$.06 per minute applies.	Basic or promo content \$.06 / min *Basic content includes tablet use across multiple applications simultaneously including movies, music, written messaging, games. When multiple applications are used concurrently, a single charge of \$.06 per minute applies.
Fees and accessories	Replacement headphones \$4.00 / unit, Tablet content (standard) \$.05 / min, promotional \$.03 / min	Basic SmartEntertainment: \$.00/min, Premium SmartEntertainment: \$.03; SmartEd and SmartReentry Content \$.00/min	Replacement headphones \$4.99 / unit	Replacement headphones \$4.99 / unit
Tablet Replacement	\$299/tablet to county	Free; The COUNTY shall not be liable for fraud, theft, vandalism/damage, or loss of PROVIDER's equipment. All costs associated with repair or replacement shall be the responsibility of PROVIDER, except intentional damage of tablets in excess of 20% of the annual facility inventory shall be the responsibility of the COUNTY unless otherwise covered by restitution. COUNTY shall assist PROVIDER in investigating incidents of theft, vandalism, or missing equipment, and with obtaining restitution, as applicable.	\$200/tablet to county	\$200/tablet to county
Indigent services	\$12,500 free phone calls per year	\$25,000 free phone calls per year	\$25,000 free phone calls per year	\$25,000 free phone calls per year
Transaction fees	Multiple, up to \$.95 / transaction, set-up fees, etc.	None	None for third-party money transmitter, automated payments, etc.	None for third-party money transmitter, automated payments, etc.
Administrative Fees to County	\$6,500 per month from November 1, 2025 through the end of the extension period (\$78,000/year)	Term 1: \$269,000.00 Term 2: \$277,070.00 Term 3: \$285,382.10 Term 4: \$293,943.56 Term 5: \$302,761.87	\$0	\$0
Contract term	11/1/2025 through 10/31/2026	3 years, 2 years renewal terms (November 1, 2025 - October 31, 2030)	3 years with 2 optional extensions (not a "major contract" requiring Board approval for extensions but could be requested or added to resolve clauses)	3 years with 2 optional extensions via board approval
Link to Contract	2025 RES 179 - https://dane.legistar.com/View.ashx?M=F&ID=14842754&GUID=96A5ACF6-BB8F-4DA2-8E8B-BB9AE4063ACC	2025 RES-056 https://dane.legistar.com/View.ashx?M=F&ID=14782948&GUID=6A6EB1AE-595C-4A4F-BF8B-A4108BAFBB08	https://dane.legistar.com/View.ashx?M=F&ID=15329853&GUID=EAB046FC-1AA9-44C6-B3FE-055C8EF70AFC 2025 RES 414	https://dane.legistar.com/View.ashx?M=F&ID=15380772&GUID=B3752C0E-FD7F-4124-A8E4-9BAB64766084 2025 RES 414