

ICSolutions Communications Platform Update

We are hearing the complaints and are aware of the issues related to the ICS services (video, tablets and phones). Our goal is to provide reliable service for our customers as well as increase opportunities for communication with loved ones. With the deployment of tablets, a number of DOC residents have an increased ability to place phone calls. As ICS and the DOC continue to roll out the new tablet program across the state, it is encouraging to see the increase in PIOC communication with friends and family. However, with this increased call volume, it has caused unexpected challenges. The most significant impact has been on phone calls, most often during peak calling hours. ICS is making every effort to scale our systems and address this increased volume, ensuring we meet the high standards you expect from us. We have assigned resources as a top priority to monitor and address issues as best we can until the upgraded system is fully implemented. We truly appreciate your patience as we work through these challenges and improve your overall experience.

Unfortunately, the work required to handle the increased demand cannot be quickly fixed. The hardware and software changes necessary will take time to fully implement. ICSolutions fully expects to see improvements in the coming weeks, with significant optimization coming this summer. In the meantime, to help improve performance, we encourage residents to place calls during off-peak hours as much as possible - before 5:00 PM or after 9:00 PM. This will reduce the strain on the system and improve call quality while we implement improvements to support the additional load and demand on the system.

ICSolutions is in the process of addressing the issue with the Stingray Music Subscription. Once resolved, pro-rated credits will be issued to affected users. We also continue to look for reliable options to offer premium music again and also have an alarm clock coming soon to the tablet.

Thank you again for your understanding. ICS remains committed to delivering the best and most reliable service for all your communication needs.

Sincerely,

ICSolutions