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"FORMAL COMPLAINT"

To: Florida Department of Corrections Secretary Mark Inch, Assistant Regional Director John Palmer. Jpay Legal Specialist Cynthia Strickland.

From: Ronald W. Clark Jr #812974  
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Date August 27, 2019

Subject : Noncompliance of Contract #C2885 section 18. i, black and white print outs of emails at no cost to the inmate or the department.

I've informed Jpay and the mail room that my tablet will no longer sync, I'm in special housing, and therefore have limited access to the kiosk, to only on yard days, and do to the fact that we have 40 and 50 death row inmates trying to access the kiosk, its total madness and chaos. And there's no guarantee you can get on it. Wherefore I've requested my emails be printed daily and sent back to me, see contract #C2885 section 18. ,i Connectivity for Special Housing Units: "The contractor will install wireless access into Special Housing Units( including Close Management, Administrative and Disciplinary Confinement, Death Row, Infirmary, TCU's and CSU's) ,notwithstanding technical constraints due to the physical layout of the units, for those inmates to stay connected to their friends and family via tablets and/or kiosk. Additionally, the contractor will provide black and white printing of Secure Mail messages for all inmates in Special Housing ( not including attachments) at no cost to the inmate or the Department." In quote.

So I'm clearly entitled to these emails at no cost. Jpay is not honoring this contract. Wherefore I'm asking for your assistance in having them, and the mail room comply with section 18. i, until they resolve this software problem that they have in their system, and have known about since April, 2019. We are invested in this new mail procedure, with the secure emails, and Jpay is now taking advantage of this situation profiting off e-stamps and now printing services as well, which is why they have failed to send out tech support to identify and fix this software problem, thats been going on for the past five months.

RELIEF SOUGHT

- 1.)Free print outs of black and white emails in compliance with #C2885 section 18. i.
- 2.) Jpay to get a tech support specialist out here to look into and fix this software problem,where tablets emails are failing to sync and download on to the tablets.

I thank you for your time and help.

Sincerely Ronald W. Clark Jr.