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From the Chief Deputy, Milwaukee County Sheriff’s Office, requesting approval of amendment # 4 to the Inmate Calling Solutions LLC (ICSolutions) agreement for correctional communication services to act in accordance with the Federal Communications Commission (FCC) order FCC 25-75A1: 2025 IPCS (Incarcerated People ‘s Communications Services) Implementation of the Martha Wright-Reed Act, Adopted October 28, 2025, by recommending adoption of the following:

**A RESOLUTION**

WHEREAS, the current correctional Communication Services Agreement (the Agreement) between Milwaukee County (the County) and Inmate Calling Solutions, LLC (ICSolutions), expired on March 28, 2025; and

WHEREAS, in July 2024, the Federal Communications Commission (FCC) issued a report and order FCC-24-75, titled “*In the Matter of Incarcerated People’s Communications Services; Implementation of the Martha Wright-Reed Act; Rates for Interstate Inmate Calling Services*” (the Order), which enacted significant reforms to correctional communications services; and

WHEREAS, the Order lowered the cost of phone and video calling per-minute rates to six cents per minute for phone calls, and 11 cents per minute for video calls, for jails and prisons the size of the Community Reintegration Center (CRC) and the Criminal Justice Facility (CJF); and

WHEREAS, the Order prohibited Incarcerated People’s Communications Services (IPCS) providers from charging facilities, incarcerated persons, and their loved ones additional charges, such as ancillary fees and special fees added to the base cost of calls; and

WHEREAS, the Order restricted IPCS providers from providing “Site Commissions,” including in-kind payments, infrastructure investments, or other valuable goods and services to correctional facilities; and

WHEREAS, IPCS providers may reimburse correctional facilities for actual expenses related to the provision of communications services, provided those expenses meet the Order’s definition of “used and useful;” and

40 WHEREAS, prior to the Order, video calling rates were not capped by the FCC,  
41 and for the first time, the FCC has set rate caps for video calling; and

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43 WHEREAS, the Order strengthened accessibility requirements for incarcerated  
44 individuals with disabilities, and seeks to ensure that communications services are  
45 inclusive and compliant with the Americans with Disabilities Act; and

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47 WHEREAS, the Order required IPCS providers to disclose information about  
48 rates, charges, billing, and refund policies on their public websites to increase  
49 transparency for consumers; and

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51 WHEREAS, the Order went into effect on November 19, 2024, and included a  
52 “grandfather” clause; and

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54 WHEREAS, this “grandfather” clause allowed any facility with a current contract  
55 to continue under its existing terms and conditions until either:

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57 • Any amendment or addendum is made to the existing contract, or  
58 • The term of the existing contract ends

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60 ; and

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62 WHEREAS, Order FCC-25-75A1 went into effect on October 28, 2025,  
63 establishing revised regulations governing inmate communication services, which  
64 permits counties to collect commissions on inmate communication services while setting  
65 updated allowable rate caps of 10 cents per minute for phone calls and 19 cents per  
66 minute for video visitation for facilities of comparable size to the CRC and CJF; and

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68 WHEREAS, the Office of the Sheriff seeks to ensure compliance with applicable  
69 Federal standards, while maintaining equitable access to communication services for  
70 individuals in custody; and

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72 WHEREAS, the Committee on Judiciary, Law Enforcement, and General  
73 Services, at its meeting of May 19, 2026, considered File No. 26-441 for informational  
74 purposes only, per Section 59.52(31)(d), Wisconsin State Statutes; and

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76 WHEREAS, the Committee on Finance, at its meeting of May 21, 2026,  
77 recommended adoption of File No. 26-441 (vote 7-0); now, therefore,  
78

79 BE IT RESOLVED, the Milwaukee County Board of Supervisors hereby  
80 authorizes Milwaukee County, to enter into Amendment 4 with Inmate Calling Solutions,  
81 LLC, for correctional communication services at the Criminal Justice Facility and the  
82 Community Reintegration Center, to align its Inmate Communication Services contract,  
83 rates, and commission structures with the provisions of Federal Communications  
84 Commission Order 25-75A1; and

85  
86 BE IT FURTHER RESOLVED, the aforementioned amendment will only be  
87 executed after review and approval by the Office of Economic Inclusion, Department of  
88 Administrative Services (DAS), the Office of Corporation Counsel, and Risk  
89 Management, DAS.

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93 05/21/26  
94 S:\Committees\2026\May\FINANCE\Resolutions\26-441 icsolutions amendment 4.docx