

**GENE E. MITCHELL**  
ATTORNEY AND COUNSELOR AT LAW  
BOARD CERTIFIED CRIMINAL TRIAL LAWYER  
11 EAST ROMANA STREET  
PENSACOLA, FL 32501



CELL: (850) 232-5278  
E-MAIL: [gene@genemitchell.org](mailto:gene@genemitchell.org)  
Web Page: [genemitchell.org](http://genemitchell.org)

February 1, 2023

TO: BCC Chairman Luman May  
&  
Wes Moreno

RE: Escambia County Jail Atty/Inmate Visitation  
'GTL/ViaPath/GettingOut' video visit contract with Escambia County

Dear Luman and Wes,

I'm writing because it is far more difficult for me to see clients of mine who are inmates than it ought to be, in my opinion. Gone are the days of going to the jail and seeing 15 people in an afternoon. Seeing even one person is now a time consuming ordeal. In the new jail, each floor has one private interview room.

Video visits, at their best, do not satisfy this problem. As you have heard me complain before, the video visitation that has been in place is poor.

Escambia County contracts with a company called 'Global Tel Link' (GTL). GTL now goes by the name 'ViaPath'. A good guess is that this is to avoid the negative attention associated with the multiple very large multi-million dollar class action settlements that are apparent when one does a google search.

GTL/ViaPath is also, or owns, a company called "GettingOut" and has advised the defense lawyers that the jail is switching over from GTL/ViaPath to 'GettingOut'. Though within the same company, they are different, and most folks will tell you that for many reasons, 'GettingOut' is an even more unacceptable service than GTL/ViaPath.

As I wrote in my last letter to you folks, the Miami Made County BCC has voted that inmates shouldn't have to pay money to speak with their loved ones. The contract that Escambia County has with GTL/ViaPath/GettingOut, though it may raise money for the county, is a poor reflection on our community, as well as the board of county commissioners and every person who's name is on the big ol' bronze plaque in the new jail's lobby.

I am attaching to the hard copy of this letter a string of reviews for 'GettingOut'. Part of the problem has been that every time that we offer concerns that GTL/ViaPath/GettingOut is ineffective, the employees work very hard to tell us that we are doing something wrong, or our equipment is faulty.

The folks who pay to use GTL/ViaPath/GettingOut are less likely to take the time to complain because their main concern is getting their loved ones out of jail and turning the page in their lives. They probably don't even know that the BCC is the agency to complain to.

To sum up, GTL/ViaPath/GettingOut is a huge problem and the jail needs to make it easier for inmates to visit with their attorneys, and with their loved ones.

I'd be very happy to meet with you to discuss this concern.

Thank you for your attention.

/s/Gene Mitchell

Gene Mitchell  
(850)232-5278




Cc: Office of the County Attorney Alison Rogers  
Bruce Miller, Public Defender



# GettingOut Reviews

Published by Telmate, LLC on 2022-08-02

GTL's GettingOut mobile app is rooted in the power of relationships. It provides simple and reliable communication between inmates and their family and friends -- allowing them to stay connected, even on the go! With our free mobile app, you can easily make deposits, send and receive me...

 Rating 1.7/5
 Safety Score: 20.7/100  
 Legitimacy Score: 38.1/100

## Table of Contents:

1. All Reviews
2. Is it Safe?
3. Is it Legit?
4. App not working?
5. Report Issue

## Review Highlights

|                     |       |
|---------------------|-------|
| Negative experience | 79.3% |
| Positive experience | 20.7% |
| Neutral             | 17.4% |



### Reviewer Pros and Cons:

| 🕒 Pros  | 🕒 Cons   |
|---|--|
| <ul style="list-style-type: none"><li>- Allows users to keep in touch with friends in jail in another state</li><li>- Notifies users when they have a new message</li></ul> | <ul style="list-style-type: none"><li>- Time is inaccurate</li><li>- App crashes and forces users to lose messages</li><li>- Does not notify users unless screen is on and app is open</li><li>- Cannot add the same amount from card within the same day</li><li>- Slow and refreshes back to the beginning when trying to login</li><li>- Poor customer service</li><li>- Issues with video calls, deposits, and conversations randomly disappearing</li></ul> |



## All GettingOut Reviews (38)

By Ambey11

★★★★☆

### Suggestions that would make the app better.

I love GettingOut. It does have its problems like it crashes a lot and it's slow sometimes and it refreshes back to the beginning when I try to login and add money to an account. But with all that being said I am very grateful that an app like this exists. Yes like I said it has a lot of problems but this and the video app are a great way for me to keep up with my friend in

jail in another state. I do have some suggestions though. I would love it if you guys would

[Read more](#) ▾

By flgatorfan1488

★★★★★

### Horrible App/Customer service

GettingOut by far is the worst I've ever used. Customer service IF you're able to ever reach anyone are rude, interrupt and pay no attention to what you hav to say. They do not note the account when I call. I know this to be true given the fact that I call multiple times and they have no information on the details of my prior calls to them. I have sent them my ID and photo verification multiple times to get my last name updated. They change it and then the next ti

[Read more](#) ▾



By Jas W. 2021

★★★★★

### Disappointing, frustrating, problematic.

Look I don't give reviews, I never have, but GettingOut has compelled me to write one! GettingOut allows us to see loved ones faces over the phone while incarcerated, something that used to not be available! You'd think an app as revolutionary as this and as widely used as the Getting Out app would be efficient! Unfortunately there is always an issue with GettingOut - from crashes, to failed video calls, to GettingOut hanging up on your call, not being able to dep

[Read more](#) ▾

By Purered and Ginger

★★★★★

### PLEASE FIX

GettingOut is "ok" because it serves its purpose, but there are a few issues that really need to be fixed. One of the most important issues is..... I've been trying to make a deposit for 2 days now so I can message my son, and I keep getting the loading circle or it says an error has occurred. Next, there should be a "delete inmate" option for removing an inmate from your account. Not ONLY a blocking option. The option to put your message in a draft when there are

[Read more](#) ✓

 By BronteVentura

☆☆☆☆☆

### Always Glitches

GettingOut is always crashing and it doesn't save messages so when you write out your message & it crashes, you loose everything and have to rewrite. I'm constantly having to copy before I send just to make sure I don't loose my writing. I do have to say that I like the new interface, but I don't like that you can't see how many characters you have written anymore. Now I don't know how many words I have left that I can type until it just stops writing...

<

[Read more](#) ✓

 By sharkbite888


☆☆☆☆☆

### Pretty Decentish :)

Been using GettingOut for a few weeks now. And I'm so glad something like this exists. I get to see my loved one whenever I want, so long as GettingOut doesn't crash. Which it does :/ a lot. Wouldn't be such a big deal but it's uber expensive and sometimes charges you for the crash.

I mean for one month (with no crashes hypothetically) you need at least 200 on the inmates end and 300 on your end. That's not even being lavish with the visits or texts. I actual

[Read more](#) ✓

 Write Review or your Experience >>

 By gmanator39

☆☆☆☆☆

**Completely a waste of time, money, and effort!**

GettingOut doesn't even support video calls on iPhone. I downloaded GettingOut (both of them) and despite opening up in application form, it constantly says my browser is not supported, then directs me to download Google Chrome. Then I try to download Chrome from the location they are asking and the link does absolutely nothing. So I download Chrome application thinking it'll somehow detect it on my phone and route it through GettingOut . Still nothing! When I go

[Read more](#) ✓

 By HonestAbe302

☆☆☆☆☆

**The worst**

GettingOut and the company behind it are the worst. As a application developer myself I can tell this was written very poorly. The navigation is poor, you often have to use browser back button to go to a page because GettingOut or website doesn't have have links to go back to certain places. The server that hosts the website and app crashes all the time throwing 500 errors. Basically, GettingOut was designed poorly, the infrastructure for the website and app canno

[Read more](#) ✓


 By Tasha Madison County

☆☆☆☆☆

**It works for us..**

The only problems we had with it. Is when I was first getting my laptop which is new. I could see him he could see me but we could not hear each other. I finally got my laptop audio to work. But they charged us for the full call. When we Close the call within a minute and a half because we knew it wasn't gonna work they did not refund him so he's out at least \$12 which is an a lot but it is while you're incarcerated however I do love being able to just text him wh

[Read more](#) ✓

 By AllyGTP

★★★★★


### **Very frustrating**

The good: you're able to communicate via text with your loved ones. It's nice to be able to do that!! If you can get it to work for you. So much more convenient than sending snail mail, in theory it's a great service.

The bad: don't try to send pictures because it will take your money but the majority of photos get denied. Innocent neck up selfie? Denied. Child's cute smiling face? Denied. Picture of a rock? MAYBE approved if you're lucky.

It's extreme

[Read more](#) ▾


 By rabbitnumberseven

★★★★★

### **When it works, it's fine.**

Just as the title says, when it works, it's fine. Unfortunately there's always something not working. I haven't been able to view or send messages for over a week now if i use GettingOut . I have to log into the website in order to send messages because GettingOut won't let me. Also, I haven't been able to add money to the contacts account forever. No clue what happened. I only have the option to put funds on my side to be able to send messages, but they need fund

[Read more](#) ▾

 By hoe2709

★★★★★

### **The Worst App I've Ever Used**

this app is a wonderful way to stay in contact with your friends and loved ones while they are serving time. Both myself and those I care about on the other side are very grateful that this is an option.

That being said, GettingOut is horrible. It is very glitchy and difficult when trying to view the balance that you have - and you cannot see the balance of the inmates you are talking to from GettingOut , however it is coincidentally very easy to add money

[Read more](#) ▾




 By 100waste

★★★★★

### **Terrible service**

Only giving this place a 1 rating because I can't give them a 0! Setting up an account online was a hassle and was not able to log into them from the website or GettingOut , I could only log in from an email from them. Funds were deposited and I had a few messages that were sent back and forth without all of the content and pictures were also not sent. I also tried to get a refund of my finds when the inmate was released as they will only refund you on a calling c

[Read more](#) ▾

 [Write Review or your Experience »](#)

 By micaelamolyneux

★★★★★

### **Don't waste your time**

In the last week I spent over \$200 in order to talk to my significant other. The majority of the time I cannot see what he is texting me because it says that it is having issues and to try again later. During video chat it ends and says that it was having trouble starting the video chat while I was visiting my significant other. I've called customer service and tech-support and they just say it's a glitch. I'm sick and tired of you guys blaming it on a glitch when

[Read more](#) ▾

 By downinthetreme

★★★★★


### **Charged me and yet my deposit won't go through.**

First off my loved one was not found on GettingOut but was found when I called. I have been charged and yet the deposit has not gone through and when I call customer service there is no way of speaking to a human, only automated messages. I have emailed twice and heard nothing back!

Updated:

I called the number on this app's website which clearly states "to make a complaint call" I called and the customer service rep was beyond aggressive and rude. He immedi

[Read more](#) ▾

 By baby dates

★★★★★

### App & Costs

I think you should be able to send messages with pictures for #1 and for #2 it should go back to how it used to be instead of when the inmates call per minute now it should be per phone call like before. It was so much cheaper when they used to call it was only \$2.00 to \$5.00 per phone call for 20 minutes now it's insane for what you charge us to talk to our loved ones!! On top of the fact they don't get 1 free message a day but 2 min free of kiosk time. Which mea

[Read more](#) ▾


 By Tr1580

★★★★★

### Needs some improvements

GettingOut has worked pretty well in helping me and my loved one stay connected. There are a couple things that could really use some improvement though, mainly focused on notifications. There is NO notification tone or missed notification badge to go with GettingOut so unless I am literally staring at my phone or open GettingOut every time I pick up my phone I wouldn't be aware if I have received a message. Also the time stamps for messages sent and received are

[Read more](#) ▾


 By izzybitzspyder

★★★★★

### This company should be ashamed!

My daughters father is in a facility that switched over to using this while he was there they refuse to transfer credits so all the money on the original account was wasted. In addition GettingOut is not at all user friendly and I've gotten at least 5 errors since setting it up yesterday. It won't let you send pics most of the time it'll just come up with an error. The only thing worse than GettingOut is the customer service. I spoke to 2 people the first had a th


[Read more](#) ▾

 By We move mountains

★★★★★

### **THIS IS A GREAT IDEA, BUT NEEDS A LOT OF IMPROVEMENTS**

I was so excited to find out GettingOut was available. I downloaded and have had so many problems already. I can deposit money to my fiancé only half of the time and to deposit money into a separate friends and family account to be able to message him, was impossible until I called customer service and did it over the phone. Plus, twenty five cents per message? Are you serious? At least lower the price for the messages or something. I cannot even imagine what it w


[Read more](#) 


 By Annshinique

★★★★★

### **How hard is it to fix ?**

The time is inaccurate on GettingOut . I don't know what time zone it's going by. GettingOut crashes and tells me there is a problem with my location, forces me to lose my message I'm in the middle of typing, log back in and then start over constantly. It also doesn't notify me unless my screen isn't on and GettingOut isn't open. Simple fixes can improve GettingOut tremendously. Also the not being able to add the same amount from your card within the same day will

[Read more](#) 

 [Write Review or your Experience »](#)

 By raining every day

★★★★★

### **Good but expensive**

I love GettingOut because it allows me to communicate with my loved one but the charges are RIDICULOUS! It would be nice if I could add money to his commesary AND add money to my account at the same time for a lower cost! I get charged to add to his AND then I get charged to add to mine and it's killing me! I spend close to 200 a MONTH just to communicate

and put money on his commesary. It's like being raped by a company who knows you have no other options, kind o

[Read more](#) ✓

👤 By RUKidding me!

★★★★★

**So bad it's criminal**

First, dealing with a loved one in prison is hard enough. Let's add to that a shred of hope you can text them, something shown to help both family and inmates during rehabilitation, and put in a glitch system that keeps logging you out, charges a quarter per text while charging the inmate .03 a min, and messages that come in randomly because you are being kicked off after each text. Oh!! And notifications don't work.

GettingOut is the worst I have ever used.<

[Read more](#) ✓

👤 By Shadsow

★★★★★

**It's ok**

When GettingOut wants to work properly it is great! Being able to message him and talk to him pretty much all day is amazing. But there are times it takes HOURS for me to reply because it logs me out or just won't load the messages. Get the bugs worked out and fixed it would be even better. The website on my laptop does the same thing and when I post pictures for him to see, it double posts and I get double charged. Thankfully they have refunded me when this happens

[Read more](#) ✓

👤 By Madisunny

★★★★★

**Many flaws, prepare to lose money**

Sending messages is brutal, each time I send one it costs me a quarter which adds up fast when GettingOut deletes over half of what I wrote each time I send one. I've had to send each message in little pieces over and over again rather than one big message because it doesn't send my full message the first time. Also, the conversation won't show the right times so that's another annoying detail. Not only that, my pictures won't go through so I've spent money on pictures

[Read more](#) ✓

By gerty smith

★★★★★

### Super buggy

There's no other option for me to message and talk to my loved one so I'm stuck using this either way but when a 500 character message is \$.25 and a 30 minute call is \$5 you've got to think someone is making enough money to hire one programmer to spend a few hours to work out the kinks. The time/date stamp on the messages are NEVER right, so I have no idea when messages are actually sent. Half the time I type a message and it just disappears. Notifications don't w

[Read more](#) ✓



By Craycray12

★★★★★

### Notifications automatically turn off

I never get any notification that my loved one sends me a message and the notifications are turned on for GettingOut in my iPhone settings. When I go to the settings within GettingOut, the notifications are always switched off. Why??? Even when I flick them "ON" they always turn back off. In addition, the time is never right. My loved one and I are on the same time zone and yet it shows the messages being sent 7 hours in the future. Could it be any harder to comm

[Read more](#) ✓

By StarrlyceWolf

★★★★★


Eh.


I really only use GettingOut to text a loved one who is serving time. But I only get alerted to a new message about 20% of the time. I always have my phone with me but without some sort of alert I don't realize he has replied. And then I feel bad for not replying to him.

\*\*\*\*\*UPDATE\*\*\*\*\*

So after 4 months of using GettingOut I actually bumped it down from 2 stars to 1. Frequently there is a "temporary error" where the system is down for hours. The

[Read more](#) ✓

 [Write Review on your Experience >](#)

 By crissydot

★★★★★

**Issue smh**

Over the past month there have been so many issues within GettingOut. Starting with myself typing a message then a pop of location service isn't found and I'll lose my entire message!! Which gets frustrating after awhile. When my money is low on GettingOut I try to add money but it keeps declining my card. I had to call the company and wait over ten minutes to have the call dropped twice and then pay more to have it done over the phone. Then I don't receive any noti

[Read more](#) ▾

 By Kanxyeezy

★★★★★


**Ok app but time/date are funky**

App is ok for sending messages and making a deposit to phone account. However when sending and receiving messages from someone the date and time are off by a lot. I can never tell when the message was received and sometimes it's not in order. Wish the time was correct for our time zone since we both are in the PST zone and wish it was more like a text message screen.

 By Wanda

Jan 29 2023


Buffering. Not loading.

 By Barry arnott

Jan 16 2023

This company is a legal license to steal. I was told by their customer service rep this service was for phone calls for an inmate to call out using "charge inmate account" option

I was very specific in asking "can the inmate call on the telephone in Shasta County jail to call me on my cell phone.. not text or video calls just uh st a simple telephone call" I was told I could so I made a deposit responded to their email to activate the account told I coul


[Read more](#) 

 By Barry arnott

Jan 16 2023

This company is a legal license to steal. I was told by their customer service rep this service was for phone calls for an inmate to call out using "charge inmate account" option

I was very specific in asking "can the inmate call on the telephone in Shasta County jail to call me on my cell phone.. not text or video calls just uh st a simple telephone call" I was told I could so I made a deposit responded to their email to activate the account told I coul

[Read more](#) 

 By Richard Burke

Nov 23 2022


I noticed your sorry ass deleted my review. It raked you over the coals. This is a bullshit, broken down app that doesn't work a MAJORITY of the time and is criminal to spend money on. I'm complaining to the prison authorities about the poor service and worse customer service and the rip off policies you are allowed to get away with. You will never see a dime of my money. This is a con and shame on you for billing yourselves as a legitimate business, you're not.

[Read more](#) 

 By Richard B


Nov 23 2022


This is the worst app ever. It's unreliable, almost always broken down, no customer service or support and when you finally wake someone up on the other end they have a snarky, bullshit attitude and aren't really trying to help you. I say F EM. I'll figure out something else but please don't put a nickel on this bullshit app. They just grab your money and you'll never hear from them again.

 By Amy

Nov 07 2022


I have yet to be able to conduct a video visitation through getting out. The app and website both seem to have a confusing layout full of non-functioning links and non-existent buttons which I assume should be there but are not. I mean, I'm no website or app developer, but it only makes logical sense to me that there ought to be either a "Next" button or else an explanation as to why there isn't one. Maybe it's just that my computer, which is a common laptop used w

[Read more](#) 

 By Donna clay

Oct 21 2022

Junk you would think all the money yall making off people in a hard time get your technology up to date home wav seems to have can't get no one on the phone junk shame on yall

 By Angela

Aug 27 2022



I can send messages and receive them on the app but I can no longer get video phone calls from my daughter the app was working I was getting her video calls but now I got another phone same phone number I installed both the apps again with all of my information and I have money on the apps but the video does not pop up and I get no notifications that she's trying to video call me it's saying on her end that I've disabled the app the app is not disabled it is workin

[Read more](#) v

By Maria

Jul 05 2022

I just deposit money and when I want to write a message it's said deposit money **IT IS NOT WORKING** don't put money there

I called the customer service no people alive to help you fix the problem only a robot machine **WORST SERVICE** I ever used

I don't know why they cancel Jpay on email messages you can use it for money send only

that was the Best app service I used



## Is GettingOut Safe?

👍 Yes. GettingOut is quiet safe to use but use with caution. This is based on our NLP (Natural language processing) analysis of over 2,928 User Reviews sourced from the Appstore and the appstore cumulative rating of 1.7/5 . **Justuseapp Safety Score** for GettingOut Is 20.7/100.

## Is GettingOut Legit?

👍 Yes. GettingOut is legit, but not 100% legit to us. This conclusion was arrived at by running over 2,928 GettingOut User Reviews through our NLP machine learning process to determine if users believe the app is legitimate or not. Based on this, **Justuseapp Legitimacy Score** for GettingOut Is 38.1/100..

## Is GettingOut not working?

GettingOut works most of the time. If it is not working for you, we recommend you exercise some patience and retry later or [Contact Support](#).

## ⊖ How was your experience with GettingOut? Post a Review

Leave a comment:

Your Name \*

Your Email \*

Your Message \*

Post Comment

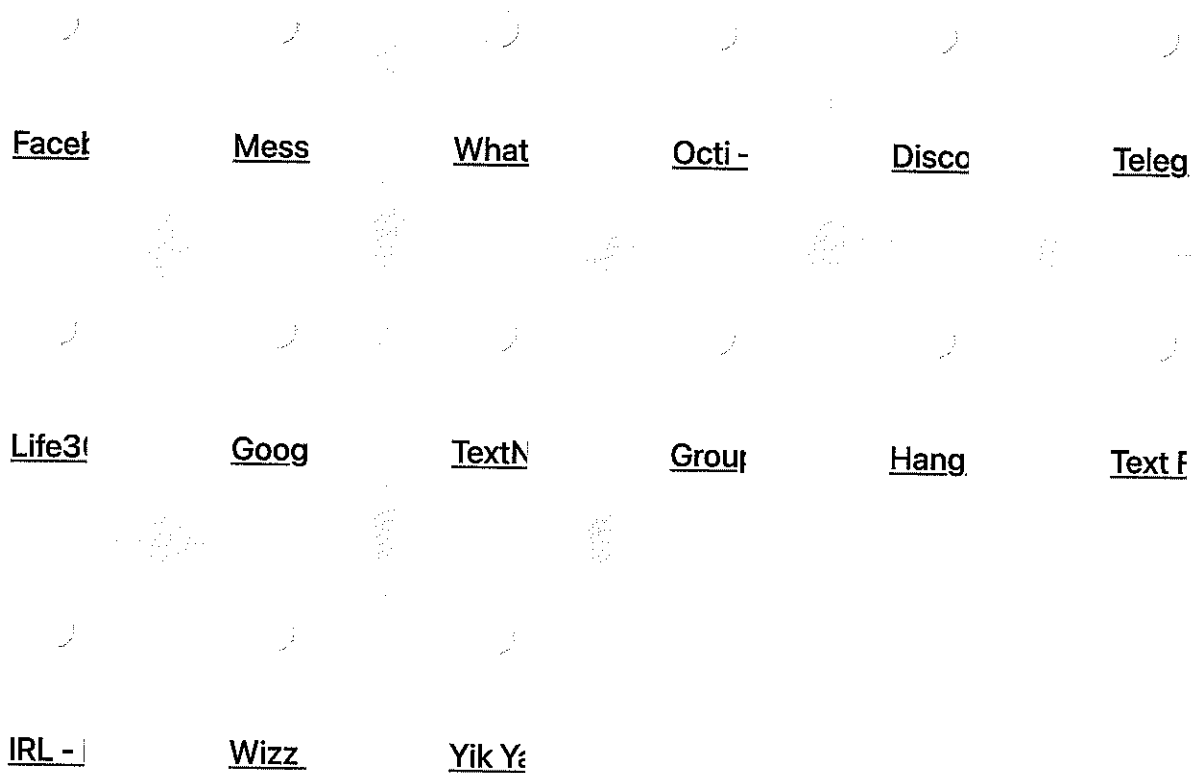
## Why should I report an Issue with GettingOut?

1. Pulling issues faced by users like you is a good way to draw attention of GettingOut to your problem using the strength of crowds. We have over 1,000,000 users and companies will listen to us.
2. We have developed a system that will try to get in touch with a company once an issue is reported and with lots of issues reported, companies will

definitely listen.

3. Importantly, customers can learn from other customers in case the issue is a common problem that has been solved before.
4. If you are a GettingOut customer and are running into a problem, Justuseapp might not be the fastest and most effective way for you to solve the problem but at least you can warn others off using GettingOut.

## Most Popular Apps in Social Networking



[Contact](#)

[Sitemap](#)

[Terms and Conditions](#)

[Privacy Policy](#)

## Legitimacy & Safety Scores

Ⓛ Light

© 2023 Justuseapp. All rights reserved.