

Attachment 7 – Section 2  
Pennsylvania Department of Corrections Inmate Collect Calling Rates

The inmate collect calling rates is provided as a separate Microsoft Excel file consisting of two (2) pages attached to this page and is a quick reference guide to the current charges applied to inmate collect calls. The long distance carrier is Verizon Select Services, Inc. (VSSI).

Detailed explanations of the charges are explained in the Verizon tariffs referenced Attachment 6.

The Commonwealth is providing one (1) example of a collect call charged and the components making up the charge that the Commonwealth receives, commission on grossed billed revenues:

Verizon 500 Tariff 35B with an explanation of the \$2.00 nonrecurring charge.

From Page 9

C. OPERATOR MESSAGE TOLL SERVICE (Cont'd)

8. TABLE OF RATES (Cont'd)

a. Toll Rate Schedule (Cont'd)

FOR OPERATOR-ASSISTED CALLS,  
THE FOLLOWING SERVICE

CHARGES APPLY:

Rate Schedule

Charge Plus:

Mechanized Station-to-Station Corrections Collect Call... \$ 1.75(I)

From Page 11

C. OPERATOR MESSAGE TOLL SERVICE (Cont'd)

11. Public Payphone Usage Surcharge

In addition to any applicable Operator Handled Service Charge, this fee applies to all completed Local and IntraLATA long distance calls that are made from a payphone and are not paid by coins being placed in the payphone box. This fee does not apply to calls made to emergency numbers (911), calls to a telecommunications relay service, or local calls for which the caller has made the required coin deposit. Rates and Charges, per access line Per Call Public Payphone Usage..... \$ .25.

The Commonwealth's present contract with Verizon the Commonwealth receives commissions on the "grossed billed revenue". In addition, as stated in the RFP section 5-H, Financial the Commonwealth would receive commissions on the "grossed billed revenue". Therefore, if the \$0.25 or Public Payphone Surcharge is included in rate quotes (which it should be) and charged to the end user, the customer, in this case the Commonwealth, should be paid commissions on that revenue. If the Commonwealth were not paid on that piece of revenue, which we are, we would not be receiving commissions on "Gross Revenue".



PA RFP  
InmateCollectRates.x

**Attachment 7  
Inmate Collect Calling Rates**

Facility	Property	Local			IntraLata Toll		LD - IntraState		LD - InterState (including Puerto Rico & Virgin Islands)		International (1)	
		Surcharge	Per Minute	Per Minute	Surcharge	Per Minute	Surcharge	Per Minute	Surcharge	Per Minute	Surcharge	Per Minute
Mercer	IND	\$1.75	None	\$1.75	\$0.15	\$2.50	\$0.27	\$3.76	\$0.59	\$3.50	\$2.71	
Albion	IND	\$1.75	None	\$1.75	\$0.15	\$2.50	\$0.27	\$3.76	\$0.59	\$3.50	\$2.71	
Waymart	IND	\$1.75	None	\$1.75	\$0.15	\$2.50	\$0.27	\$3.76	\$0.59	\$3.50	\$2.71	
Dallas	IND	\$1.75	None	\$1.75	\$0.15	\$2.50	\$0.27	\$3.76	\$0.59	\$3.50	\$2.71	
Greene	IND	\$1.75	None	\$1.75	\$0.15	\$2.50	\$0.27	\$3.76	\$0.59	\$3.50	\$2.71	
Muncy	IND	\$1.75	None	\$1.75	\$0.15	\$2.50	\$0.27	\$3.76	\$0.59	\$3.50	\$2.71	
Cambridge Springs	GTE	\$1.70	None	\$1.45	Mileage Based (\$.065 - \$.16)	\$2.50	\$0.27	\$3.76	\$0.59	\$3.50	\$2.71	
Somerset	GTE	\$1.70	None	\$1.45	Mileage Based (\$.065 - \$.16)	\$2.50	\$0.27	\$3.76	\$0.59	\$3.50	\$2.71	
Laurel Highlands	GTE	\$1.70	None	\$1.45	Mileage Based (\$.065 - \$.16)	\$2.50	\$0.27	\$3.76	\$0.59	\$3.50	\$2.71	
Cresson	BA	\$2.00 initial 3 minutes	\$0.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.50	\$0.27	\$3.76	\$0.59	\$3.50	\$2.71	
Houtzdale	BA	\$2.00 initial 3 minutes	\$0.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.50	\$0.27	\$3.76	\$0.59	\$3.50	\$2.71	
Graterford	BA	\$2.00 initial 3 minutes	\$0.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.50	\$0.27	\$3.76	\$0.59	\$3.50	\$2.71	
Rockview	BA	\$2.00 initial 3 minutes	\$0.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.50	\$0.27	\$3.76	\$0.59	\$3.50	\$2.71	
Pine Grove	BA	\$2.00 initial 3 minutes	\$0.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.50	\$0.27	\$3.76	\$0.59	\$3.50	\$2.71	
Mahoney	BA	\$2.00 initial 3 minutes	\$0.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.50	\$0.27	\$3.76	\$0.59	\$3.50	\$2.71	
Frackville	BA	\$2.00 initial 3 minutes	\$0.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.50	\$0.27	\$3.76	\$0.59	\$3.50	\$2.71	
Camp Hill	BA	\$2.00 initial 3 minutes	\$0.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.50	\$0.27	\$3.76	\$0.59	\$3.50	\$2.71	

**Attachment 7  
Inmate Collect Calling Rates**

Huntingdon	BA	\$2.00 initial 3 minutes	\$.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.50	\$0.27	\$3.76	\$0.59	\$3.50	\$2.71
Smithfield	BA	\$2.00 initial 3 minutes	\$.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.50	\$0.27	\$3.76	\$0.59	\$3.50	\$2.71
Quehanna Boot Camp	BA	\$2.00 initial 3 minutes	\$.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.50	\$0.27	\$3.76	\$0.59	\$3.50	\$2.71
Coal Township	BA	\$2.00 initial 3 minutes	\$.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.50	\$0.27	\$3.76	\$0.59	\$3.50	\$2.71
Pittsburgh	BA	\$2.00 initial 3 minutes	\$.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.50	\$0.27	\$3.76	\$0.59	\$3.50	\$2.71
Greensburg	BA	\$2.00 initial 3 minutes	\$.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.50	\$0.27	\$3.76	\$0.59	\$3.50	\$2.71
Retreat	BA	\$2.00 initial 3 minutes	\$.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.50	\$0.27	\$3.76	\$0.59	\$3.50	\$2.71
Chester	BA	\$2.00 initial 3 minutes	\$.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.50	\$0.27	\$3.76	\$0.59	\$3.50	\$2.71
Fayette	BA	\$2.00 initial 3 minutes	\$.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.50	\$0.27	\$3.76	\$0.59	\$3.50	\$2.71
Forest	BA	\$2.00 initial 3 minutes	\$.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.50	\$0.27	\$3.76	\$0.59	\$3.50	\$2.71

(1) calls to Bahamas, Barbados, Bermuda, Canada and Dominican Republic



Attachment 8 – Section 2  
Pennsylvania Department of Corrections Inmate Prepaid Calling Rates

The inmate prepaid calling rates is provided as a separate Microsoft Excel file consisting of two (2) pages attached to this page and is a quick reference guide to the current charges applied to an inmate prepaid calls. The long distance carrier is Verizon Select Services, Inc. (VSSI).

Detailed explanations of the charges are explained in the Verizon tariffs referenced Attachment 6.

The Commonwealth's present contract with Verizon the Commonwealth receives commissions on the "grossed billed revenue". In addition, as stated in the RFP section 5-H Financial the Commonwealth would receive commissions on the "grossed billed revenue". Therefore, if the \$0.25 or Public Payphone Surcharge is included in rate quotes (which it should be) and charged to the end user, the customer, in this case the Commonwealth, should be paid commissions on that revenue. If the Commonwealth were not paid on that piece of revenue, which we are, we would not be receiving commissions on "Gross Revenue".



PA RFP  
InmatePrepaid.xls

## Attachment 8 Inmate Prepaid Calling Rates

Facility	Property	Local		IntraLata Toll		LD - IntraState		LD - InterState (including Puerto Rico & Virgin Islands)		International (1)	
		Surcharge	Per Minute	Surcharge	Per Minute	Surcharge	Per Minute	Surcharge	Per Minute	Surcharge	Per Minute
Mercer	IND	\$1.75	None	\$1.75	\$0.15	\$2.25	\$0.22	\$3.00	\$0.45	\$3.50	\$2.30
Albion	IND	\$1.75	None	\$1.75	\$0.15	\$2.25	\$0.22	\$3.00	\$0.45	\$3.50	\$2.30
Waymart	IND	\$1.75	None	\$1.75	\$0.15	\$2.25	\$0.22	\$3.00	\$0.45	\$3.50	\$2.30
Dallas	IND	\$1.75	None	\$1.75	\$0.15	\$2.25	\$0.22	\$3.00	\$0.45	\$3.50	\$2.30
Greene	IND	\$1.75	None	\$1.75	\$0.15	\$2.25	\$0.22	\$3.00	\$0.45	\$3.50	\$2.30
Muncy	IND	\$1.75	None	\$1.75	\$0.15	\$2.25	\$0.22	\$3.00	\$0.45	\$3.50	\$2.30
Cambridge Springs	GTE	\$1.70	None	\$1.45	Mileage Based (\$ .065 - \$.16)	\$2.25	\$0.22	\$3.00	\$0.45	\$3.50	\$2.30
Somerset	GTE	\$1.70	None	\$1.45	Mileage Based (\$ .065 - \$.16)	\$2.25	\$0.22	\$3.00	\$0.45	\$3.50	\$2.30
Laurel Highlands	GTE	\$1.70	None	\$1.45	Mileage Based (\$ .065 - \$.16)	\$2.25	\$0.22	\$3.00	\$0.45	\$3.50	\$2.30
Cresson	BA	\$2.00 initial 3 minutes	\$0.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.25	\$0.22	\$3.00	\$0.45	\$3.50	\$2.30
Houtzdale	BA	\$2.00 initial 3 minutes	\$0.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.25	\$0.22	\$3.00	\$0.45	\$3.50	\$2.30
Graterford	BA	\$2.00 initial 3 minutes	\$0.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.25	\$0.22	\$3.00	\$0.45	\$3.50	\$2.30
Rockview	BA	\$2.00 initial 3 minutes	\$0.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.25	\$0.22	\$3.00	\$0.45	\$3.50	\$2.30
Pine Grove	BA	\$2.00 initial 3 minutes	\$0.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.25	\$0.22	\$3.00	\$0.45	\$3.50	\$2.30
Mahoney	BA	\$2.00 initial 3 minutes	\$0.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.25	\$0.22	\$3.00	\$0.45	\$3.50	\$2.30
Frackville	BA	\$2.00 initial 3 minutes	\$0.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.25	\$0.22	\$3.00	\$0.45	\$3.50	\$2.30
Camp Hill	BA	\$2.00 initial 3 minutes	\$0.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.25	\$0.22	\$3.00	\$0.45	\$3.50	\$2.30
Huntingdon	BA	\$2.00 initial 3 minutes	\$0.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.25	\$0.22	\$3.00	\$0.45	\$3.50	\$2.30
Smithfield	BA	\$2.00 initial 3 minutes	\$0.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.25	\$0.22	\$3.00	\$0.45	\$3.50	\$2.30
Quehanna	BA	\$2.00 initial 3 minutes	\$0.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.25	\$0.22	\$3.00	\$0.45	\$3.50	\$2.30
Boot Camp	BA	\$2.00 initial 3 minutes	\$0.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.25	\$0.22	\$3.00	\$0.45	\$3.50	\$2.30

## Attachment 8 Inmate Prepaid Calling Rates

Coal Township	BA	\$2.00 initial 3 minutes	\$0.05 addtl 3 minutes	\$2.00	\$0.20	\$2.25	\$0.22	\$3.00	\$0.45	\$3.50	\$2.30
Pittsburgh	BA	\$2.00 initial 3 minutes	\$0.05 addtl 3 minutes	\$2.00	\$0.20	\$2.25	\$0.22	\$3.00	\$0.45	\$3.50	\$2.30
Greensburgh	BA	\$2.00 initial 3 minutes	\$0.05 addtl 3 minutes	\$2.00	\$0.20	\$2.25	\$0.22	\$3.00	\$0.45	\$3.50	\$2.30
Retreat	BA	\$2.00 initial 3 minutes	\$0.05 addtl 3 minutes	\$2.00	\$0.20	\$2.25	\$0.22	\$3.00	\$0.45	\$3.50	\$2.30
Chester	BA	\$2.00 initial 3 minutes	\$0.05 addtl 3 minutes	\$2.00	\$0.20	\$2.25	\$0.22	\$3.00	\$0.45	\$3.50	\$2.30
Fayette	BA	\$2.00 initial 3 minutes	\$0.05 addtl 3 minutes	\$2.00	\$0.20	\$2.25	\$0.22	\$3.00	\$0.45	\$3.50	\$2.30
Forest	BA	\$2.00 initial 3 minutes	\$0.05 addtl 3 minutes	\$2.00	\$0.20	\$2.25	\$0.22	\$3.00	\$0.45	\$3.50	\$2.30

(1) calls to Bahamas, Barbados, Bermuda, Canada and Dominican Republic

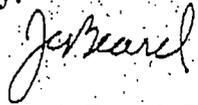
Closed 12/04

Attachment 9-A – Section 2  
Department of Corrections Inmate Policy

After this current policy number DC-ADM 818 dated December 3, 2001 is other Department of Corrections Bulletin to Policy Number DC-ADM 818-1.



**POLICY STATEMENT**  
Commonwealth of Pennsylvania • Department of Corrections

<b>Policy Subject:</b>  Automated Inmate Telephone System		<b>Policy Number:</b>  DC-ADM 818
<b>Date of Issue:</b>  November 5, 2001	<b>Authority:</b>   Jeffrey A. Beard, Ph.D.	<b>Effective Date:</b>  December 3, 2001

**I. AUTHORITY**

The Authority of the Secretary of Corrections to direct the operation of the Department of corrections is established by Sections 201, 206, 506, and 901-B of the Administrative Code of 1929, 71 P.S. §§61, 66, 186 and 310-1, Act of April 9, 1929, P.L. 177, No. 175, as amended.

**II. PURPOSE**

It is the purpose of this document to establish policy and procedures governing inmate telephone privileges and the electronic surveillance of inmate telephone calls.

**III. APPLICABILITY**

This policy applies to all State Correctional Facilities, Regional Correctional Facilities, and the Motivational Boot Camp.

#### **IV. DEFINITIONS**

##### **A. Attorney**

For the purpose of this policy, any person licensed to practice law in any state or federal court and who represents an inmate.

##### **B. Automated Inmate Telephone System (AITS)**

A computer based telephone system, which enables the Department to monitor and control the use of inmate telephones.

##### **C. Call Block**

Placing a restriction on a specific number or series of numbers which prohibits calling those numbers.

##### **D. Calling Blocks**

A calling block is a 15 minute period of time with which an inmate may make phone calls.

##### **E. Called Number Frequency**

The ability to place a limit on the number of times an individual number may be called in any given period.

##### **F. Call Records**

The data storage and retrieval of all calling information.

##### **G. Department**

The Pennsylvania Department of Corrections.

##### **H. Electronic Surveillance**

The interception, recording, monitoring, and/or divulging of inmate telephone calls.

##### **I. Facility Authorized Telephone Call**

Telephone calls placed for inmates by staff on the facility's regular telephone system.

#### **J. Facility Manager**

The Superintendent of a State Correctional Facility or State Regional Correctional Facility, Commander of a Motivational Boot Camp, Director of a Community Corrections Center or Director of the Training Academy.

#### **K. Immediate Family Member**

Immediate family members are defined as spouse (**includes common law**), children, parents, grandparents, brothers, sisters, and guardian, aunt or uncle or step relatives in the aforementioned categories with whom the inmate has made his/her home. Such relationships must be verifiable in the inmate's facility records by the counselor. This information can be obtained in the inmate's **DC-15, Classification Section**, on the Personal Data Questionnaire (PDQ).

#### **L. Inmate Personal Identification Number (IPIN)**

The unique set of six digits assigned to individual inmates, which enables them to access the AITS.

#### **M. Inmate Telephone Authorization**

A Department form **DC-8A** completed by inmates listing the name, relationship, telephone number and address of individuals with whom the inmate is requesting to maintain telephonic communications.

#### **N. Inmate Telephone Authorization Supplement**

A Department form **DC-8B** completed by inmates requesting changes to their approved telephone list **DC-8A**.

#### **O. Investigative or Law Enforcement Officer**

Any officer of the United States or of the Commonwealth of Pennsylvania or political subdivision thereof, who is empowered by law to conduct investigations of or to make arrests for offenses enumerated in the **Wiretapping and Electronic Surveillance Act, 18 Pa. C.S. §5701 et. seq.**, and any attorney authorized by law to prosecute or participate in the prosecution of such offense.

#### **P. Minor**

Any person under 18 years of age.

#### **Q. Multiple Long Distance Carriers**

Companies which offer long distance calling requiring a five digit code for access.

#### **R. North American Calling Plan**

The area includes all 50 states, Canada and parts of the Caribbean Islands composed of the following with area codes: Bahamas (242), Bermuda (441), Barbados (246), British Virgin Islands (284), Puerto Rico (787) and the U.S. Virgin Islands (340).

#### **S. Pennsylvania Relay Service**

The Pennsylvania Relay Service is a telephone service that allows persons to use TDDs to communicate with hearing and speech-impaired persons and, vice versa, through the assistance of specially trained operators.

#### **T. Recording Media**

A digital audiotape or other electronic recording medium which stores the human voice.

#### **U. Recording/Monitoring (R/M)**

The recording/monitoring of inmate telephone conversations.

#### **V. Station-to-Station Calling**

Enables the caller to speak to any answering party at the number you have asked the Operator to dial.

#### **W. Text Telephones (TTY/TDDs)**

Telecommunications Devices for the Deaf (TDD) are typewriter-like machines that permit hearing or speech-impaired persons to communicate by typing messages back and forth over telephone lines.

#### **X. Three Way Calling**

A telephone company service which adds a third party with a different telephone number to an existing conversation.

### **V. POLICY**

It is the policy of the Department to grant inmates the privilege of legitimate telephone communications with individuals in the community, while at the same time protecting

society from harm, including but not limited to criminal activity, harassment, threats, and intimidation using the inmate telephone system.<sup>1</sup>

## VI. PROCEDURES

The inmate telephones may only be used to place collect calls to a telephone number in the North American Calling Plan. All procedures relative to staff are contained in the confidential procedures manual for this policy.

### A. Inmate Access

1. Telephone system call frequency and duration are based on the custody level for general population inmates. Custody Level 4 inmates are permitted a maximum of three 15 minute calling blocks of time per week. Custody Level 3 inmates are permitted a maximum of one 15 minute calling block every day. Custody Level 3Y, 2, and 1 inmates are authorized more frequent use of the telephone system consistent with the individual facility's custody level incentive procedures.
2. Multiple calls per time block are permitted. Facilities may limit calling frequency below the maximum if the number of inmate telephones available does not allow for sufficient calling blocks of time, and for other operational or security reasons.
3. Calling schedules will be determined by the facility.
4. Telephone privileges for inmates in Restricted Housing Units (RHU), Special Management Units (SMU), Long Term Segregation Units (LTSU), and any other specialized housing unit will be governed by Department policy **DC-ADM 801, "Inmate Discipline," DC-ADM 802, "Administrative Custody Procedures,"** and **6.5.1, "Administration of Security Level 5 Housing Units."**<sup>2</sup>
5. Inmate telephone calls are a privilege, which can be curtailed or rescinded by the Unit Manager through the informal resolution of a misconduct in accordance with Department policy **DC-ADM 801**. Inmate telephone calls may also be curtailed or rescinded for administrative or disciplinary reasons by the Hearing Examiner, Facility Manager or designee.

### B. Telecommunication Devices for the Hearing Impaired

---

<sup>1</sup> 3-4439, 1-ABC-5D-11, 2-CO-5D-01

<sup>2</sup> 3-4259, 3-4260, 3-4263

1. Facilities housing hearing impaired inmates shall provide Telecommunication Devices for the Deaf (TTY/TDDs) to provide communication to or from hearing or speech-impaired persons.
2. The Pennsylvania Relay Service allows persons to use TTY/TDDs to communicate with hearing impaired and speech-capable persons and vice-versa, through the assistance of specially trained operators.
  - a. The toll free number for operator assistance for placing TTY/TDD calls is 800-855-1155.
3. A remote printer will produce a copy of the conversation for monitoring purposes.

### **C. Restrictions**

1. All calls on the AITS will be initially announced to the called party as originating from a correctional facility and subject to monitoring and/or recording. Announcements may be made periodically during telephone conversations.
2. Inmates are prohibited from initiating calls to the following:
  - a. inmates, former inmates, parolees, probationers, or co-defendants without the written approval of the Facility Manager;
  - b. an employee or former employee of the Department unless requested in writing by the employee/former employee and approved in writing by the Facility Manager(s);
  - c. judge, criminal justice official, prosecutor or court administrator without his/her prior written approval;
  - d. a minor unless approved in writing by a parent or legal guardian;
  - e. a victim of the crime for which the inmate is incarcerated unless requested in writing by the victim and approved by the Facility Manager;
  - f. a member of the public who requests in writing to have their telephone number call blocked;
  - g. all toll-free and emergency numbers, e.g., 800, 888, 911; with the exception of toll-free numbers for the Pennsylvania Relay Service for TTY/TDD equipment for the hearing impaired;
  - h. three-way calling, call forwarding, and calls through a call forwarding service using a local phone number;

- i. placing calls through multiple long-distance carriers; and
  - j. placing calls to local, county, state, or federal correctional facilities, and to Community Corrections Centers or to an inmate housed there without the prior written approval of officials at both facilities.
3. If written approval is granted for any of the calls listed above, the call shall be monitored.
  4. Use of any office telephone or other telephone not specifically designated for inmates is prohibited except as otherwise provided for under this policy.
  5. Telephone numbers that the facility has reason to believe are being used to violate Department policy or regulations will be call blocked.
  6. Use of the same telephone numbers on multiple IPIN lists at individual facilities is prohibited unless an immediate family relationship can be established. The Facility Manager/designee must approve such exceptions in writing.

#### **D. Procedure for Obtaining Telephone Privileges**

1. Inmates shall be permitted to place a call on the AITS within 72 hours of initial reception or recommitment as a parole violator. The inmate shall be required to have an IPIN to access the system. The length of the call will be automatically limited to 15 minutes. Each facility will develop procedures to ensure compliance with the time frame requirement.
2. A list of approved telephone numbers shall be established during the initial classification period and recorded on the **DC-8A, Inmate Telephone Authorization Form (Attachment A)**. A copy of all **DC-8As** shall be kept in the inmate's record. The Diagnostic and Classification Center (DCC) will develop detailed procedures to be followed.
3. Inmates must sign the **DC-8A**, verifying that they have read, or had read to them, the provisions of this policy. Failure to sign the form will result in denial of inmate telephone privileges.
4. Individual inmate telephone lists are limited to 20 telephone numbers.
5. Attorney telephone numbers are to be listed separately on the **DC-8A**, and are not counted against the total of 20. Attorneys must be representing the inmate and such relationships must be verifiable through the inmate's counselor. Attorney telephone numbers must be verifiable and will not be subject to recording or monitoring.<sup>3</sup>

---

<sup>3</sup> 3-4260, 3-4263, 1-ABC-3D-02

6. The complete names, relationships, telephone numbers, and street addresses of all persons whom the inmate wishes to call must be listed. P.O. Boxes may be considered a valid address. Incomplete forms shall be returned to the inmate without action.
7. Inmates may request to add or to delete from their approved list of telephone numbers monthly using the **DC-8B, Supplementary Authorized Inmate Telephone Numbers Form (Attachment B)**. A copy of all **DC-8Bs** shall be kept in the inmate's record. Each facility will develop local written procedures detailing implementation of this process. Inmates must sign the **DC-8B**, verifying that they have read or had read to them the provisions of this policy. Failure to sign the form will result in denial of inmate telephone privileges.
8. Inmates may place calls when they receive a computer listing of the telephone numbers which have been entered into the AITS under their IPIN.
9. The IPIN number issued to an inmate is considered confidential. The loaning, borrowing, or theft of that number is prohibited and will result with involved inmates receiving a misconduct.
10. In the event an inmate experiences difficulty in using the AITS after their phone numbers have been entered into the AITS computer, a **DC-8C, Telephone System Discrepancy Form (Attachment C)** shall be completed to resolve the problem. The form shall be forwarded to the Telephone System Administrator for resolution.
11. Inmates shall be notified in the event the system experiences any malfunctions or becomes inoperable.

#### **E. Payment**

1. All telephone calls using the AITS must be collect in accordance with **66 Pa. C.S. §2907**. The cost of the telephone call must be borne by the called party.
2. Calls placed under exceptional circumstances as stated in **Section F** of this policy must be collect or paid for by the inmate. Regular facility telephones may be used only when such calls cannot be made on the AITS. Prior to placing a non-collect call, the inmate must sign a cash slip authorizing the deduction from his/her account prior to placing the call. If the inmate is indigent, has no funds currently available and collect calls are not feasible, the cost shall be charged to the inmate's account and the debt will be satisfied as funds are deposited to the inmate's account.

#### **F. Facility Authorized Telephone Calls**

1. The Facility Manager/designee may authorize the use of the facility owned telephone system for the following reasons:

- a. serious illness, hospitalization or death of an immediate family member;
  - b. contact with an attorney regarding legal matters when the attorney won't accept collect calls;
  - c. contact with an attorney regarding legal matters which, because of an immediate deadline, cannot be handled in person or via correspondence; and/or
  - d. extraordinary or unusual circumstances.
2. The inmate placing the call must establish that an actual emergency exists. The staff member authorizing the inmate telephone call must verify the emergency exists prior to placing the call and document the call on a **DC-121 Part 3, Employee Report of Extraordinary Occurrence**, and forward the report to the Security Office, Facility Manager or designee. In addition, all facility-authorized calls are to be monitored by the staff member providing this privilege. Inmates not agreeing to have these phone calls monitored will not be granted the privilege of placing a phone call on the regular telephone system. Attorney phone calls shall not be monitored, however, staff will first verify that the call is received by the attorney.
  3. All calls placed under this section will be recorded by the counselor on the inmate's **DC-14, Cumulative Adjustment Record**.
  4. Department staff authorizing an inmate phone call to arrange for a ride upon the inmate's release or parole do not need to fill out a **DC-121 Part 3**.

#### **G. Electronic Surveillance**

Pursuant to the **Wiretapping and Electronic Surveillance Act, 18 Pa.C.S. §5701, et seq.**, all inmate telephone calls are subject to interception, recording, monitoring, and disclosure except those placed to or from an attorney representing the inmate.

### **VII. SUSPENSION DURING AN EMERGENCY**

In an emergency or extended disruption of normal facility operation, the Secretary, or designee may suspend any provision or section of this policy, for a specific period.

### **VIII. RIGHTS UNDER THIS POLICY**

This policy does not create rights in any person nor should it be interpreted or applied in such a manner as to abridge the rights of any individual. This policy should be interpreted to have sufficient flexibility to be consistent with law and to permit the accomplishment of the purpose(s) of the policies of the Department of Corrections.

## **IX. RELEASE OF INFORMATION AND DISSEMINATION OF POLICY**

### **A. Release of Information**

#### **1. Policy**

This policy document is public information and may be released to members of the public, staff, legislative, judicial, law enforcement and correctional agencies and/or inmates upon request.

#### **2. Procedure Manual (if applicable)**

The procedure manual for this policy is not public information and shall not be released in its entirety or in part, without the prior approval of the Secretary of Corrections or designee. This manual or parts thereof, may be released to any Department of Corrections employee on an as needed basis.

### **B. Distribution of Policy**

#### **1. General Distribution**

The Department of Corrections' policy and procedure manuals (when applicable) shall be distributed to the members of the Central Office Executive Staff, all Facility Managers, and Community Corrections Regional Directors on a routine basis. Distribution to other individuals and/or agencies is subject to the approval of the Secretary of Corrections or designee.

#### **2. Distribution to Staff**

It is the responsibility of those individuals receiving policies and procedures, as indicated in the "General Distribution" section above, to ensure that each employee expected or required to perform the necessary procedures/duties is issued a copy of the policy and procedures.

## **X. SUPERSEDED POLICY AND CROSS REFERENCE**

### **A. Superseded Policy**

#### **1. Department Policy**

- a. DC-ADM 818, Automated Inmate Telephone System issued July 9, 1998 by former Secretary Martin F. Horn.
- b. DC-ADM 818-1 bulletin, Automated Inmate Telephone System issued June 8, 1999 by former Secretary Martin F. Horn.

- c. 6.3.27, Automated Inmate Telephone System Procedures Manual issued July 9, 1997 by former Secretary Martin F. Horn.
- d. 6.3.27-1 bulletin, Automated Inmate Telephone System Procedures Manual issued October 30, 1997 by former Secretary Martin F. Horn.

## **2. Facility Policy and Procedures**

This document supersedes all facility policy and procedures on this subject.

### **B. Cross Reference(s)**

#### **1. Administrative Manuals**

- a. DC-ADM 801, Inmate Discipline
- b. DC-ADM 802, Administrative Custody Procedures
- c. 6.5.1, Administration of the Restricted Housing Unit
- d. 6.3.1, Facility Security

#### **2. ACA Standards**

- a. Administration of Correctional Agencies: 2-CO-5D-01
- b. Adult Correctional Institutions: 3-4137, 3-4259, 3-4260, 3-4263, 3-4437, 3-4439
- c. Adult Community Residential Services: None
- d. Adult Correctional Boot Camp Programs: 1-ABC-3D-02, 1-ABC-5D-11
- e. Correctional Training Academies: None

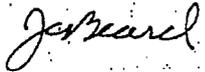
#### **3. Other**

- a. Wiretapping and Electronic Surveillance Act, 18 Pa.C.S. §5701, et seq.
- b. Public Utility Code, 66 Pa. C.S. §2907

Attachment 9-A – Section 2  
Department of Corrections Policy Number DC-ADM 818-1, Automated Inmate Telephone  
System Dated of Issue August 19, 2004



**BULLETIN**  
 Commonwealth of Pennsylvania • Department of Corrections

<b>TO: Executive Staff</b> <b>Superintendents</b> <b>Boot Camp Commander</b> <b>Regional Directors</b>	<b>Policy Subject:</b> Automated Inmate Telephone System	
	<b>Policy Number:</b> DC-ADM 818-1	
	<b>Policy Issue Date:</b> November 5, 2001	
<b>Date of Issue:</b> August 19, 2004	<b>Authority:</b>  Jeffery A. Beard, Ph.D.	<b>Effective Date:</b> September 19, 2004

The purpose of this bulletin is to amend Section VI.B., Telecommunications Devices for the Hearing Impaired. The following shall be added:

4. An inmate using the TTY/TTD shall be permitted 30 minute calling blocks of time.

In addition, Section VI.E., Payment is being revised to read:

1. Telephone calls using the AITS must either be collect in accordance with 66 Pa. C.S. §2907, where the cost of the telephone call must be borne by the called party, or through pre-paid calls purchased by the inmate.
  - a. Pre-paid calls may be purchased in the commissary in \$15, \$25, or \$50 amounts, not to exceed a \$100 limit per week.
  - b. At the time of release, any balance in excess of \$1.00 will be refunded by the telephone system vendor in the form of a pre-paid telephone card. Any balance of less than \$1.00 will be placed in the Inmate General Welfare Fund.

- c. There will be no refund for pre-paid accounts unless the inmate is released.
- d. If the inmate is deceased, a refund will be sent to his/her next-of-kin, consistent with **Section VI. 1. E. b.** of this policy.

Attachment 9-B – Section 2  
Department of Corrections Policy Number Re-issue DC-ADM 818, “Automated Inmate Telephone System” Policy, Dated March 10, 2005



COMMONWEALTH OF PENNSYLVANIA  
Department of Corrections  
Secretary's Office  
(717) 975-4860

March 10, 2005

**SUBJECT:** Re-issue DC-ADM 818, “Automated Inmate Telephone System” policy

**TO:** All Inmates

A handwritten signature in cursive script that reads "Jeffrey A. Beard".

**FROM:** Jeffrey A. Beard, Ph.D.  
Secretary

This notice is to inform you that the Department has re-issued the **DC-ADM 818, “Automated Inmate Telephone System”** policy. Changes are listed below.

**IV. DEFINITIONS**

**G. Compact Disk (CD)** this definition has been added and shall read:

*A device used to digitally record a telephone conversation from the hard drive of the AITS.*

**VI. PROCEDURES**

The lead-in paragraph shall now read:

The inmate telephones may only be used to place collect calls to a telephone number in the North American calling Plan, **or through pre-paid calls purchased by the inmate**. All procedures relative to staff are contained in the confidential procedures manual for this policy.

**Section A. Inmate Access, Sub-Section 1.** shall now read:

1. Telephone system call frequency and duration are based on the custody level for a general population inmate. A custody level 4 inmate is permitted a maximum of three 15 minute calling blocks of time per week. A custody level 3 inmate is permitted a maximum of one 15 minute calling block every day. A custody level 3Y, 2, and 1 inmate is authorized ***two 15 minute calling blocks of telephone time every day.***

**Section D. Procedure for Obtaining Telephone Privileges, Sub-Section 4.** shall now read:

4. An individual inmate telephone list is limited to 20 ***active*** telephone numbers. This revised policy will go into effect on April 11, 2005 and is available on your housing unit and in the library for you to review. You may also "check-out" a copy of the policy from the library as you would a library book. If you want a personal copy, you may purchase one using the copying procedures at the facility. The cost of the copy will be \$.10 per page.

Any questions you may have about this policy should be directed to your Unit Manager or Officer-in-Charge of your housing unit.

cc: file

Attachment 10 - Section 2  
Department of Corrections Policy Number DC-ADM 818-1  
(Part 6 Prepaid Phone Card Refunds included only)

6. Pre-Paid Phone Card Refunds

a. Cards are issued to the Department from the phone card vendor. Cards are issued to facilities from the Bureau of Administration, Support Services Section. Support Services is responsible for keeping an inventory and distributing cards to facilities.

b. A log shall be kept showing all cards received to include batch numbers, name of inmate the card was issued to, and the date of issue. The log shall be submitted weekly by the Support Services Section to the phone card vendor with all activity from previous weeks recorded.

c. Facilities can request additional cards by e-mail or memo.

d. To deactivate pre-paid accounts and issue cards to inmates, facilities shall follow the procedures listed below:

- (1) The Records Office will inform the Business Office, Inmate Accounts, that an inmate is being released.
- (2) The Business Office, Inmate Accounts, shall receive the release list the day before the inmate is to be released. Inmate Accounts shall contact the Site Administrator to determine if the inmate has a pre-paid account and obtain the inmate's PIN number. Once it is determined that the inmate has a pre-paid account, Inmate Accounts shall contact the vendor to obtain the account balance and terminate the pre-paid account.
- (3) After obtaining the account balance and terminating the account, complete Section I of the **DC-159A, Receipt of Pre-Paid Calling Account (Attachment B)**. The inmate will still be able to make collect calls. If the inmate cannot make collect calls, he/she may use a facility phone to arrange for transportation upon release.
- (4) Inmate Accounts shall determine how many pre-paid phone cards will be issued to the inmate. If the account balance is less than \$1.00, no refund shall be issued. If balance is \$1.00 or more, cards will be issued in increments of \$5.00.

Balance of:    0.00 - .99 - no refund issued  
                  1.00 - 5.00 - 1 pre-paid card issued  
                  5.01 - 10.00 - 2 pre-paid cards issued  
                  10.01 - 15.00 - 3 pre-paid cards issued

15.01 - 20.00 - 4 pre-paid cards issued  
20.01 - 25.00 - 5 pre-paid cards issued

(5) After determining how many pre-paid cards will be issued, Inmate Accounts shall complete Section II of the **DC-159A** to include the following:

- (a) number of cards assigned;
- (b) batch number of all cards assigned; and
- (c) inmate signature is required when picking up cards.

The completed **DC-159A** are to be faxed to the Support Services Section at the end of each day.

(6) In the event of an inmate's death, pre-paid cards issued for the balance shall be forwarded to the next of kin. A **DC-159A** shall be completed and forwarded to Support Services for this action. If the inmate has no next of kin, the pre-paid balance shall be deposited in the Inmate General Welfare Fund (IGWF).

Attachment 11 - Section 2  
Installed Equipment Form \*

(1) A minimum list of five customers located in the United States with a system having all of the operational characteristics as the system being proposed in response to this RFP. Names, addresses, points of contact and telephone numbers are required.

**System B Inmate Telephone Service and System C Monitoring and Recording Equipment/system**

<u>Date Installed</u>	<u>Customer</u>	<u>Name, Address &amp; Telephone #</u>	<u>Number Inmate Stations</u>
-----------------------	-----------------	--	-------------------------------

\* This form may be reproduced in a many copies as necessary to present the requested information.

