

PRISONER TELEPHONE SYSTEM

The Alaska Department of Corrections has installed a telephone system in all of its correctional facilities which is designed specifically for use by prisoners. This system is also being utilized at Florence Correctional Center in Florence, Arizona. This system was obtained through a competitive bid process, which resulted in a contract being awarded to Evercom Corporation of Irving Texas, which maintains similar systems across the country. The Alaska Regulatory Commission was involved throughout the process and has approved the system, vendor, and the long distance rates.

When a prisoner places a call, a recorded message is played to the recipient which advises them that the call is from an inmate in a correctional facility. The recipient is then provided with the option to accept or reject the call. This allows a person who does not wish to speak to the prisoner to hang up the phone without ever having to speak with the prisoner.

The system allows correctional staff to monitor and record prisoner telephone calls to assist in controlling illegal or non-0approved telephone activities such as phone scams, threatening calls to victims and witnesses, and efforts to introduce contraband into correctional facilities. The Department does not monitor or record conversations between prisoners and their attorneys and has entered all numbers from the state attorney directory into the system to restrict monitoring and recording of these numbers. The Department needs the assistance of Alaskan attorneys to keep this listing current. Attorneys that change telephone numbers or add new numbers should telephone Sergeant Robert Hibpshman at 907-260-7289 advising of any such changes.

Local calls are free. All long distance calls must be placed collect with the exception of the Florence Correctional Center which also allows prisoners to use prepaid calling cards. Evercom is currently trying to secure permission from the Alaska Public Utilities Commission to use prepaid debit cards in Alaska facilities. Charges for collect calls vary as to whether they are to locations in or out of Alaska and depending on the distance. In an effort to better explain Evercom's rates, we have included a table below, relative to operator-assisted long distance collect call rates.

INTERLATA STATION TO STATION

SURCHARGE \$1.55

RATE MILAGE	DAY		EVENING		NIGHT/WEEKEND	
	INITIAL PERIOD	EACH ADD'L PERIOD	INITIAL PERIOD	EACH ADD'L PERIOD	INITIAL PERIOD	EACH ADD'L PERIOD
0 - 34	0.3400	0.1300	0.2700	0.1000	0.1700	0.0650
35 - 64	0.3800	0.1700	0.3000	0.1300	0.1900	0.0850
65 - 94	0.4200	0.2100	0.3300	0.1600	0.2100	0.1050
95 - 124	0.4500	0.2700	0.3600	0.1900	0.2250	0.1200
125 - 154	0.4800	0.3000	0.3800	0.2100	0.2400	0.1350
155 - 184	0.5100	0.3400	0.4000	0.2400	0.2550	0.1500
185 - 214	0.5500	0.3700	0.4400	0.2700	0.2750	0.1700
215 - 274	0.5800	0.3800	0.4600	0.2900	0.2900	0.1850
275 - 334	0.6000	0.3800	0.4800	0.3100	0.3000	0.1950
335 - 99999	0.6000	0.3800	0.5500	0.3100	0.3000	0.1950

INTERSTATE STATION TO STATION

SURCHARGE \$3.95

RATE MILAGE	DAY		EVENING		NIGHT/WEEKEND	
	INITIAL PERIOD	EACH ADD'L PERIOD	INITIAL PERIOD	EACH ADD'L PERIOD	INITIAL PERIOD	EACH ADD'L PERIOD

0 - 99999	0.8900	0.8900	0.8900	0.8900	0.8900	0.8900
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Collect calls go on the recipient's regular phone bill in areas in which Evercom can execute a billing agreement with the local telephone company. Due to technology issues, many local Alaskan telephone exchanges are not able to provide Evercom with billing services. Persons in these areas who wish to receive collect calls from Alaska prisoners must set up a billing account with Evercom and make advance payment for the amount of time he or she wishes to speak with the prisoner. To set up an account, Evercom should be contacted on its toll-free number, **800-844-6591**. Operations are from 6:00 AM to 8:00 PM Alaska time.

Sometimes during a call to a prisoner a person exceeds the amount of time he or she has made advance payment for. If that occurs, Evercom does not simply cut off the call but allows it to be completed and carries over the charge to be deducted from the next prepayment made.

Below is an explanation of common reasons prisoners are not able to make collect calls to some telephone numbers.

Local Exchange Block. In these cases, Evercom has placed a block on the number the prisoner wants to call because no billing account has been set up for that number. Evercom should be contacted and an account set up.

High Toll Block. In these cases, Evercom has placed a block on the number the prisoner wants to call because a large number of collect charges have accrued. In order to control the size of unpaid collect charges, Evercom places a limit on the amount of unpaid charges. Evercom should be contacted and arrangements made to remove the block by paying for the charges. The way to avoid this in the future is to prepay for a larger amount of time.

Answering Machine Deny. The system will not permit a call to go through to an answering machine.

Collect Call Restriction. Some Alaskans do not allow collect calls to be made to their telephones and have asked their local telephone company to restrict all collect calls.

Pin Block on Site. These prisoners have been restricted from calling a particular number.

3rd Party and Call Forwarding. Many Alaskans have extra options on their telephones such as 3rd party calling and call forwarding. Use of, or access to, these types of options is not allowed by Alaska prisoners. When use of these is found, the telephone number will be blocked permanently.

