



# Alabama Department of Corrections

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This site provides information on how to receive calls from inmates at the [Alabama Department of Corrections \(ADOC\)](#).

ADOC has contracted with CenturyLink to provide calling and account billing services to inmates. Recipients of these calls may include friends, relatives, and attorneys.

Friends, family members, or attorneys can establish and fund prepaid calling accounts by phone or internet. Called parties can make payments directly to an inmate's calling account, or take advantage of a Prepaid Collect calling plan to accommodate calls to cell phones or accounts with credit issues.

**\*\*REGULATORY DISCLOSURE\*\***: In-state ADOC customers may [click here](#) for information from the Alabama Public Service Commission (APSC) about services, rates, fees, refunds, complaint procedures and other useful information applicable to in-state Inmate Calling Services in Alabama. APSC maintains regulatory oversight for calls from Alabama correctional facilities that terminate within the state of Alabama. Calls to phone numbers outside of Alabama are regulated by the [Federal Communications Commission](#).

## Restrictions

The following restrictions may be applied by the ADOC to inmate calling:

- Limits on length of calls or calling availability hours; maximum call length is currently 30 minutes per call
- Limits on number of inmate calls or total monthly call minutes
- Call monitoring, recording, and inmate PIN validation (in order to place calls)
- Blocks on types of phone numbers (such as 800 numbers) or selected phone numbers
- Temporary or permanent denial of phone usage rights for such reasons as disciplinary problems or requests by a called party

## Rate Tables

### Rates for Alabama Department of Corrections

Payment Type	Call Type	Connection Charge	Per Minute
Prepaid Collect	Local	\$0.00	\$0.25
	IntraLATA	\$0.00	\$0.25
	InterLATA	\$0.00	\$0.25
	Interstate	\$0.00	\$0.21
	International	N/A	N/A
Debit (Inmate-Paid)	Local	\$0.00	\$0.25
	IntraLATA	\$0.00	\$0.25
	InterLATA	\$0.00	\$0.25
	Interstate	\$0.00	\$0.21
	International	N/A	N/A

Traditional Collect	Local	\$0.00	\$0.25
	IntraLATA	\$0.00	\$0.25
	InterLATA	\$0.00	\$0.25
	Interstate	\$0.00	\$0.25
	International	N/A	N/A

## Fees

Transaction Fees	
Prepaid Services* - Account Setup	\$0.00
Prepaid Services* - Purchase by phone with live agent	\$5.95
Prepaid Services* - Purchase by web or automated phone system	\$3.00
Prepaid Services* - Purchase by mail**	\$0.00
Prepaid Collect - Purchase using Western Union Swift Pay***	\$5.50
Prepaid Services* - Fee for refunding unused balance****	\$0.00
Traditional Collect - Bill Statement Fee - Per monthly bill	\$2.00

\* Includes Prepaid Collect and Debit

\*\* Certified check or money order only for purchase by mail; we are sorry but personal checks are not accepted

\*\*\* Fees are charged by Western Union; no additional fees are imposed by CenturyLink on top of these negotiated charges

\*\*\*\* See also [Prepaid Collect refund process](#) and [Debit refund process](#) below. Once purchased, Debit services belong to the inmate and can only be refunded to him or her. There is no fee for Debit refunds to inmates.

## Available Services

### Prepaid Collect

Provided through CenturyLink's billing agent ICsolutions, Prepaid Collect allows you to receive inmate calls to your specific phone number.

No monthly spending limits.

Calls can be completed to cell phones, internet phone services, or other services which do not provide Traditional Collect billing.

[MANAGE OR CREATE A SERVICE ACCOUNT](#)

Or Call 888-506-8407

### Payments accepted



Money Orders and Cashier's Checks also accepted by mail

*Note: If you accept a call from an ADOC inmate and have not already established a Prepaid Collect Service, you will receive one complimentary 60-second call and then be given the opportunity to set up an account with a live customer service agent.*

### Debit (Inmate-Prepaid)

Provided through CenturyLink's billing agent ICsolutions, debit enables you to directly fund a calling account for an inmate.

Debit calling can be used by the inmate to call any number approved by their facility.

[MANAGE OR CREATE A SERVICE ACCOUNT](#)

Or Call 888-506-8407

### Payments accepted



Money Orders and Cashier's Checks also accepted by mail

*Note: Debit services can be purchased directly by the inmate using funds from his/her trust or commissary account. For more information on how to fund a trust account for an ADOC inmate, [click here](#).*

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## Direct Billed

Available only to attorneys and bondsmen, Direct Bill enables high volume customers to pay for calls using a separate monthly bill.

### Manage Your Service

Call **800-464-8957**

## Traditional Collect

Calls are billed on your monthly local phone service bill, if your phone company provides this option. There is no need to set up service; service will be set up automatically when you accept a call.

- There is no need to set up service if your local phone company offers this option; service will be set up for you automatically when you accept a call.
- A 30-day spending limit and credit eligibility will apply to Traditional Collect service.

### Manage your Service

Call **888-664-7839**

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## Inmate Voicemail

Inmate voicemail is not currently available at ADOC.

## Video Visitation

Video visitation is currently available at select ADOC sites - Montgomery Women's, Birmingham Work Release, and Kilby (select units only) through CenturyLink partner **HomeWAV**. Please **click here** to learn more.

## FAQ

- ▶ **Who do I contact about receiving calls from the Alabama Department of Corrections (ADOC)?**
- ▶ **How do I pay for calls?**
- ▶ **Can I receive calls on my cell phone?**
- ▶ **What are the rates for receiving calls from inmates?**
- ▶ **How do I purchase prepaid services?**
- ▶ **Who do I contact to block or unblock my number from Alabama Department of Correction inmates?**
- ▶ **Who does an inmate contact if they are having problems completing calls?**
- ▶ **What other restrictions are there on calls from ADOC inmates?**
- ▶ **How does a released inmate get a refund on their debit account?**
- ▶ **How do I get a refund for unused prepaid services once my loved one is released?**
- ▶ **Why was my call disconnected?**
- ▶ **Why can't I receive Traditional Collect calls?**
- ▶ **I am an attorney or bail bondsman. How do I set up a Direct Billed Account?**
- ▶ **Once prepaid or debit phone services are purchased, how long does it take before I can receive phone calls?**
- ▶ **My phone call was inaudible or was disconnected prematurely. How can I get a refund for the cost of that call?**

► **Who do I call to inquire about Traditional Collect billed on my home phone bill?**

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