

	<p style="text-align: center;">ARIZONA DEPARTMENT OF CORRECTIONS</p> <p style="text-align: center;">INMATE NOTIFICATION</p> <p style="text-align: center;">Inmate Phone Calls</p>	<p>Notification Number:</p> <p style="text-align: center;">02-08</p>
		<p>Issue Date:</p> <p>April 18, 2008</p> <p>Re-Issued April 28, 2008</p>

POSTING NOTIFICATION

This information is to be posted for a minimum of 30 days in areas accessible to inmates and shall be made available to inmates who do not have access to posted copies.

PROCEDURE:

The Department has contracted with SECURUS Technologies to provide inmate phone call service. This new contract will provide many options and benefits to you, your family and friends at a reduced cost. This new contract will also provide a variety of phone time purchasing and payment options. Some of these benefits and options include:

- Friends and Family can set up a debit account with SECURUS through Correctional Billing Service (CBS) using their bank or credit card.
- Friends and Family can pre-pay to SECURUS through CBS.
- In the future, inmates will be able to purchase pre-paid phone time by submitting a request for withdrawal through inmate banking. This is similar to a phone card but will automatically be associated to your PIN Number, rather than a physical card.
 - The phone provider (SECURUS) will be notified of the purchases each night after the purchase has been recorded by the inmate banking staff. Phone time purchases will be available the day after they are posted by the inmate banking staff.
- Inmates will be given current debit and pre-paid balances at the beginning of each phone call. The caller will then be prompted to select the desired payment method.
- Collect calling (current standards)
- The number of family/friends allowed on your telephone list increases to twenty (20) from ten (10) as currently permitted.
- It will be the inmate's responsibility to use all pre-paid phone minutes prior to release. ADC is not responsible for reimbursement of unused minutes.
- Inmate phones may be used up to time of release.
- Inmate may list friends and family cell phones on their visitation list if this is the primary phone. Inmates will only be able to list one phone number per visitor.

Pre-Paid Accounts:

Your family and friends may choose from several options to purchase prepaid accounts:

- Visa or MasterCard - by phone
- Check - by phone
- Western Union Quick Collect
- Money Order, Cashiers Check, Personal Check - by U.S. mail

Customers using the Pre-Paid account system must maintain a positive balance in their account in order to avoid line restriction. The customer will receive an automated courtesy call when their account balance reaches \$20.00 dollars or less. This courtesy call will allow for the customer to make an additional payment to their account to prevent any interruption.

Administrative fees or service charges for Pre-Paid accounts can vary. A \$6.95 per transaction fee will be imposed by a third party vendor who processes customer "credit card by phone or web electronic payments" and "check by phone or web electronic payments". Payments made by U.S. mail to the SECURUS Lockbox do not have a fee or minimum payment. Western Union fees may vary and are collected by Western Union.

Below is a quick chart of the old GTL, new, and prepaid / debit rates with Securus based on a 15 minute call. All long distance and interstate calls will be billed by the minute. Local calls are billed at a flat rate per call. IntraLATA calls are long distance calls generated and received within the same Local Access and Transport Area (LATA). InterLATA calls are long distance calls generated from one LATA and received in another.

Call Type	Old GTL	Securus - Collect	Securus - Debit Prepaid
Local Collect (Flat Rate)	\$2.30 / Call	\$1.84 / Call	\$1.60 / Call
Long Distance IntraLATA	\$5.21 (.35 / minute)	\$4.50 (.30 / minute)	\$4.20 (.28 / minute)
Long Distance InterLATA	\$7.05 (.47 / minute)	\$5.40 (.36 / minute)	\$5.10 (.34 / minute)
Interstate	\$16.67 (1.11 / minute)	\$7.80 (.52 / minute)	\$7.50 (.50 / minute)

The allowable amounts for phone calls will be based on your Phase level as outlined in **Department Order 915, Inmate Phone Calls** and **Department Order 809, Earned Incentive Program**.



John R. Hallahan, Offender Operations Division Director