



Idaho Department of Correction (IDOC)

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This site provides information on how to receive calls from inmates at the [Idaho Department of Correction \(IDOC\)](#).

Notice: As a result of the Second Report and Order issued by the Federal Communications Commission Order 15-136 in WC Docket No. 12-375, 80 Fed Reg. 79136 (Dec. 18, 2015), a change in transaction fees is currently scheduled for March 17, 2016. Please see the fees section of this web page for up to date information.

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

Called parties 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.

Please see [Rates](#), [Fees](#), [Available Services](#), and [Frequently Asked Questions](#) below for more information.

Restrictions

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

- Limits on length of calls or calling availability hours
- Limits on number of inmate calls or total monthly call minutes
- Call monitoring, recording, and inmate voice 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

Inmate Telephone Rates for Idaho Department of Correction

Payment Type	Call Type	Connection Charge	Per Minute
All call types (Prepaid Collect, Debit, and Traditional Collect)	Local	\$0.00	\$0.14
	IntraLATA	\$0.00	\$0.14
	InterLATA	\$0.00	\$0.14
	Interstate	\$0.00	\$0.14
	International* (debit only)	\$0.00	\$0.80
Voice mail (called party-to-inmate using Prepaid Collect account)	All	\$1.00	\$0.00

Excludes taxes and government-mandated surcharges

Fees

Transaction Fees	
Prepaid Services* - Account Setup	\$0.00
Prepaid Services* - Purchase by automated phone system	\$3.00
Prepaid Services* - Purchase by live agent	\$5.95
Prepaid Services* - Purchase by web	\$3.00
Prepaid Services* - Purchase by mail**	\$0.00
Prepaid Services* - Purchase using Western Union***:	
Swift Pay	\$5.50
Quick Collect	\$9.95
Prepaid Services* - Fee for refunding unused balance****	\$0.00
Traditional Collect - Bill Statement Fee per month	\$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](#).

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 SET UP PREPAID COLLECT SERVICE](#)

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 IDOC inmate and have not already established a Prepaid Collect Service, you will receive one complimentary 60-second call and then automatically be given the opportunity to set up an account with a customer service agent

Direct Billed

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

Debit (Inmate-Prepaid)

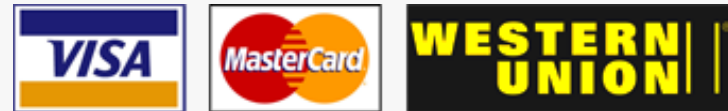
Provided through CenturyLink's billing agent ICsolutions, Debit enables you to directly fund a calling account for an inmate.

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

[MANAGE OR SETUP PREPAID SERVICE](#)

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 IDOC inmate, [click here](#)

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

monthly bill. Direct Bill customer service is available at 800-464-8957.

up service; service will be set up automatically when you accept a call. Note that service is subject to credit and a 30-day spending limit. Traditional Collect customer service is available at 888-664-7839.

Inmate Voicemail

Inmate voicemail is available at IDOC using the same Prepaid Collect account used to receive phone calls. Voicemails are one-way only, from outside parties to inmates (inmates may not leave voicemails for outside called parties). Voicemails are up to 2 minutes in length. To send a voicemail to an IDOC inmate:

- You must have an established Prepaid Collect account - this is the same Prepaid Collect account you use to receive regular inmate phone calls
- Have the phone number associated with Prepaid Collect account, as well as your inmate's IDOC ID number. To find your inmate's ID number, [click here](#).
- Call 208-258-3670 and follow the system prompts.

Email

Inmate email is available through CenturyLink's partner JPay. Email is purchased in packages of "stamps" for you to send emails as well as for the inmate to send a return email using kiosks installed at IDOC facilities. To get started, you will need to know your inmate's IDOC number available on [IDOC's website](#).

To establish or manage existing service, [click here](#) to visit the JPay website.

Video Visitation

Video Visitation is in the process of being installed through CenturyLink's partner JPay. Please check back for more details.

FAQ

- ▶ **Who do I contact about receiving calls from the Idaho Department of Correction (IDOC)?**
- ▶ **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 Idaho Department of Correction inmates?**
- ▶ **Who does an inmate contact if they are having problems completing calls?**
- ▶ **What other restrictions are there on calls from IDOC 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 collect calls?**
- ▶ **I am an attorney. 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 inmate collect calls billed on my home phone bill?**

▶ **I have a question about email or video visitation at IDOC. Who do I contact?**