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New Maine Department of Corrections Client Phone System

What is the new Client Phone System (CPS)?

- **Flat rate** for Debit CPS calls: **30 cents per minute** from any DOC facility to anywhere in North America; with no connect fee! ([Rates table](#))
- Multiple levels of security, ensuring **each client's money is used for his/her calls**
- The client's telephone funds and allowed calling list automatically follow the Client on transfers between DOC facilities
- Family & friends can purchase minutes for clients
- Telephone funds directly deposited to the Telephone Account are **exempt from restitution or other obligation deductions**
- **International calls are permitted** for debit calls; unavailable for collect calls
- Debit CPS System owned and operated by the DOC

NOTE : Collect calling is no longer necessary, but is still available through a third party with connect fees and higher rates.

When will it be in use?

The new phone system is now operational at all facilities.

Depositing to a Debit CPS Account

There are currently two (2) ways to deposit funds in a Debit CPS Account:

- Friends and family may **send a personal check or money order** to a Client
 - Clearly **mark "Telephone Account"** on the check
 - **Do not combine funds** for the Debit CPS Account and the Trust Account in a single check
 - The check amount is converted to minutes and placed in the Client's Phone Account
 - These funds are **exempt from the normal obligation deductions** (NOTE: Funds remaining in the Debit CPS

Account upon Client release are subject to these deductions.)

OR

- Clients may request a transfer of funds from their Trust Accounts to their Debit CPS Account (NOTE: Remember, these funds have already had appropriate obligation deductions deducted when originally deposited in the Trust Account.)

NOTE : Soon friends and family will be able to deposit funds to a Client's Debit CPS Account and Trust Account online via the www.Maine.gov website.

Friends and Family - What to do now

- To request a refund of any unused portion from CBS call (800) 844-6591 or visit their website: www.correctionalbillingservices.com

The Called Party Experience

- When the receiver is picked up, a recording will be played indicating that the call is from a correctional facility, the Client's name, and that the call is subject to monitoring and recording (for adult callers only)
- When prompted, dial "0" to accept the call (for collect calls, dialing "0" also implies you are accepting the charges); to decline the call, simply hang up

[Comparison Chart of New and Old Rates](#)

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Sites of Special Interest

[Department of Public Safety,
Maine State Police Uniform
Crime Reporting Unit](#)
[Maine Statistical Analysis
Center](#)

Other Sites

[National Institute for
Correctional Education
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