

Hours – Calls can be prohibited for security reasons at any time.

- Montana State Prison – 6 a.m. to 8:30 p.m.
- Montana Women’s Prison – 6 a.m. to 10 p.m.
- Pine Hills Adult Programs – 6 a.m. to 10 p.m.
- Riverside Recovery & Reentry Program – 8:15 a.m. to 10 p.m.

**Frequency and length of calls** – How often an inmate can call depends on the inmate’s classification level. Calls are limited to 30 minutes.

**Restrictions on calls** – Inmates in confinement for disciplinary violations are not permitted to make phone calls. Phone calls are a privilege, not a right, and access can be affected by an inmate’s behavior.

Cost and billing

The flat-rate cost is \$0.143 cents per minute. A 30-minute long-distance call from an inmate at Montana State Prison, Montana Women’s Prison, Pine Hills Adult Program and Riverside Risk & Reentry Program to anywhere in the continental United States costs about \$4.29 plus taxes and fees mandated by state and/or federal law. Costs vary at the contract facilities because they use different providers. International calls are billed at a rate of \$0.35 per minute.

**Commission collected from inmate calls** – At the two prisons, all commissions earned go into the “inmate welfare fund,” which is used to pay for inmate activities and programs, including subscriptions to the satellite TV service and recreational equipment for the inmates. Most of the fund’s revenue comes from phone calls.

**Billing** – Century Link is the state’s contractor for inmate phone systems. Billing and account management is handled by ICsolutions, Century Link’s billing agent. Friends and family must set up a prepaid phone account through Century Link/ICsolutions in order to receive calls. Accounts will be tied to a phone number that has been approved by the facility. When an inmate makes a call, they will have the option to select a “prepaid collect” call or a “real time debit” call\*. If they select prepaid collect, the friend or family member will be billed in real time at the end of the call for the amount of time used if they accept the charges at the beginning of the call. If the inmate selects real time debit, the inmate’s trust account will be debited at the end of the call for the amount of time used. To set up a prepaid account, you may call the number below to speak to a live account representative, or you may visit the website below by clicking on the link, scrolling down to the section titled “Available Services” and clicking on “Manage or Create a Service Account” under the Prepaid Collect section. You will be directed to set up a user ID and password to create your account.

\*Please note: Debit calling is not available for youth residents. Please refer to Prepaid Collect accounts, which allow youth residents to place calls to specific phone numbers.