



# State of New Jersey Department of Corrections

"Protecting Public Safety by Changing Offender Behavior."

Acting Commissioner

Marcus O. Hicks, Esq.



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Home

About Us

Frequently Asked Questions

Contact Us

Escapes

Offender Search Engine

Offender Visit Restrictions

In The News

Offender Statistics

Careers In Corrections

PREA

DEPTCOR

NJDOC Grants

New Jersey Administrative  
Code 10a

LexisNexis link to the New  
Jersey Register

Associated Links

Video Teleconferencing  
Program

## Inmate Telephone System Information

For more information, please see the GTL Web site at <http://www.gtl.net/>

- Rate for inmate calls is \$0.04384 per minute.
- All calls are subject to recording and/or monitoring, except for legal, AIDS hotline and Ombudsman calls.
- Inmates have an approved calling list of 10 telephone numbers, excluding any legal telephone numbers.
- For security reasons, calls to cellular, business or non-traditional telephone service numbers are not permitted.

### Types of calling:

Collect calling (where the called party pays for the call)

Debit calling (where inmate pays for the call)

### Types of Billing:

**Collect:** the called party has a contracted telephone company (e.g. Verizon) and can accept collect calls up to the threshold limits

**Advance pay:** where the called party sets up an account with GTL (because he or she is not authorized to receive collect calls or have blocks on his or her lines)

**Debit:** for inmates to purchase calling time by submitting a business remit to the business office at their assigned facility

### Thresholds:

GTL imposes daily and monthly collect call thresholds. The month begins on the day the called party accepted the first call from an inmate.

Once a customer has met his or her threshold limit, the number then becomes blocked. The customer can contact GTL to set up an Advance Pay Account and/or the inmate can choose to use his or her debit account to place a call.

### Threshold limits are as follows:

\$35.00 per day

\$200.00 per month

### Billing Contact:

The called party should contact GTL should there be a problem with his or her advance pay account; if there is a block on his or her line; or if he or she wants to set up an advance pay account. The following are GTL telephone numbers:

1-800-483-8314 automated system

1-866-230-7761 live representative

1-877-650-4249 billing & blocking

### Blocks:

If a customer wants to block his or her number, the customer may do so by following the prompts played when an inmate calls the customer's

[Inmate Telephone System](#)[Non Profit Information](#)[Fund Offender Accounts](#)[Letter of Support Request](#)

telephone line. The customer will be instructed to press the number 7. If the customer accidentally blocks his or her number, the customer must send a written request to the NJDOC Telecommunications Office. It must include the inmate name, SBI and the customers telephone number, name, and address. The customer can request a statewide block by contacting the NJDOC Telecommunications Office. Inmates can change their approved calling list every 90 days; 90-day change schedules are as follows:

**FACILITY CHANGE PERIODS:**

Southern State Jan 1, April 1, July 1, Oct 1  
South Woods Jan 15, April 15, July 15, Oct 15  
East Jersey Jan 15, April 15, July 15, Oct 15  
Garden State Feb 1, May 1, Aug 1, Nov 1  
NJ State Prison Feb 1, May 1, Aug 1, Nov 1  
Central Reception Feb 15, May 15, Aug 15, Nov 15  
Northern State Feb 15, May 15, Aug 15, Nov 15  
Mountain View Feb 15, May 15, Aug 15, Nov 15  
Mid State March 1, June 1, Sept 1, Dec 1  
Wagner March 1, June 1, Sept 1, Dec 1  
Avenel March 1, June 1, Sept 1, Dec 1  
Bayside State March 15, June 15, Sept 15, Dec15  
Edna Mahan March 15, June 15, Sept 15, Dec15

**Notes:** The collection period is seven calendar days. All forms are distributed one day prior to the collection period. If the collection period falls on a Saturday or Sunday, the forms are distributed on Friday.



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