



Nevada Department of Corrections

Rates and Fees

Available Services

FAQ

This site provides information on how to receive calls from inmates at the **Nevada Department of Corrections (NDOC)**.

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 calling rates and transaction fees is currently scheduled for March 17, 2016. Please see the rates and fees sections of this web page for up to date information.

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

Friends, family members, or attorneys can establish Prepaid Collect calling accounts to pay for inmate calls to their phone number. Accounts can be managed by phone or internet. Inmates can also purchase phone time through commissary.

Restrictions

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

- Limit on length of calls or calling availability
- Limits on number of calls or minutes on a daily or weekly basis, depending on custody level and/or disciplinary status
- Call monitoring and recording., and inmates' use of a PIN (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 based on factors such as disciplinary problems or requests by a called party

Rate Tables

Inmate Telephone Rates for Nevada Department of Corrections

Payment Type	Call Type	Connection Charge	Per Minute Rate
Prepaid Collect	Local	\$0.00	\$0.11
	IntraLATA	\$0.00	\$0.11
	InterLATA	\$0.00	\$0.11
	Interstate	\$0.00	\$0.11
	International	N/A	N/A
Debit (Inmate-Paid)	Local	\$0.00	\$0.11
	IntraLATA	\$0.00	\$0.11
	InterLATA	\$0.00	\$0.11
	Interstate	\$0.00	\$0.11
	International	\$0.00	\$0.50
Traditional Collect	Local	\$0.00	\$0.14
	IntraLATA	\$0.00	\$0.14
	InterLATA	\$0.00	\$0.14

	Interstate	\$0.00	\$0.14
	International	N/A	N/A
Voicemail (called party-to-inmate using Prepaid Collect account)	All	\$1.00	\$0.00

Excludes taxes and government-mandated surcharges

Fees

Transaction Fees	
Prepaid Collect - Account Setup	\$0.00
Prepaid Collect - Purchase by automated phone system	\$3.00
Prepaid Collect - Purchase by live agent	\$5.95
Prepaid Collect - Purchase by web	\$3.00
Prepaid Collect - Purchase by mail*	\$0.00
Prepaid Collect - Purchase using Western Union**	see below
Western Union - Swift Pay	\$5.50
Western Union - Quick Collect	\$9.95
Prepaid Collect - Fee for refunding unused balance***	\$0.00
Traditional Collect - Bill Statement Fee (per monthly bill)	\$2.00

*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. Western Union consumers are strongly encouraged to ensure they use SwiftPay to avoid additional cost. .

***See also [Prepaid Collect refund process](#) below.

Available Services

Prepaid Collect

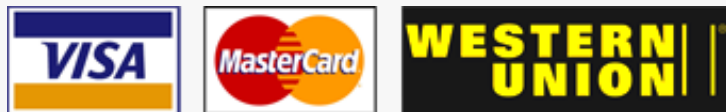
Provided through CenturyLink's billing agent ICSolutions, Prepaid Collect allows you to receive calls to your specific phone number. No monthly spending Limits

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 a NDOC 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 live customer

Debit (Inmate-Prepaid)

Debit services are purchased directly by inmates using funds from their NDOC bank account. For more information on how to send money to an NDOC inmate, [click here](#).

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

Direct Billed

Available only to attorneys and bondsmen, Direct Bill enables high volume customers to pay for calls using a separate monthly bill. Direct Bill customer service is available at 800-464-8957.

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 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.

Voicemail is available at NDOC, using the same Prepaid Collect account used to receive regular inmate 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 30 seconds in length. To leave a voicemail for an NDOC inmate: You must first have an established Prepaid Collect account - this is the same Prepaid Collect account used to receive regular inmate phone calls.

Have the phone number associated with the Prepaid Collect account ready, in addition to your inmate's NDOC ID number. To find an NDOC inmate ID number, [click here](#).

Inmate Voicemail

Call 702-262-6140 and follow the system prompts.

Email/E-messaging

Inmate Email/E-messaging at NDOC is not provided through CenturyLink, but is provided through [Access Corrections](#). Please note: E-messages at NDOC are one-way only from family and friend to inmate.

FAQ

- ▶ **Who do I contact about receiving calls from Nevada Department of Corrections (NDOC)?**
- ▶ **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 Collect calling services?**
- ▶ **Who do I contact to block or unblock my number from Nevada Department of Corrections inmates?**
- ▶ **What other restrictions are there on calls from NDOC 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 Traditional Collect calls?**
- ▶ **I am an attorney or bail bondsman. How do I set up a Direct Billed Account?**
- ▶ **Once Prepaid Collect 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 Traditional collect calls billed on my home phone bill?**

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