



HOME ABOUT US ADULT CORRECTIONS PAROLE JUVENILE CORRECTIONS FORMS CONTACT US

ABOUT US

Programs

Policies

Frequent Questions

Terminology

Statistics

History

Links

Calendar

Publications

Victim Services

Staff Memorial

Grants

Corrections Commission

Council of

Juvenile Services

Reentry Council

SD Public Safety
Improvement Act

Prison Rape
Elimination Act

Nixle Notification

South Dakota's 125th

FREQUENT QUESTIONS

Inmate Telephone Access

How does an inmate get access to telephones while in prison?

During Admissions and Orientation (A&O), inmates are provided with information on how to obtain a Personal Identification Number (PIN) and how to establish a calling list. Inmates are allowed to have twenty (20) numbers on their approved calling list. Inmates are not allowed to use another inmate's PIN or share their PIN with another inmate. Violators are subject to disciplinary action.

Inmates can access telephones at the facility they are housed to make calls, subject to the rules of that facility. In some cases, pay phones are available in the inmate housing units. These phones may only be used for purposes designated by Unit Staff.

Access to telephones is a privilege. Inmates must abide by institutional rules on phone usage or their privilege may be withdrawn at any time. Restrictions on phone use will be imposed on inmates whose status would make it contrary to the disciplined operation of the institution.

Inmates typically have access to pay phones in their housing units and in other designated areas of the facility.

What type of calls are inmates allowed/not allowed to make?

Inmates may place local and long distance collect calls or debit calls. Debit calling capability was activated in September 2002.

Third party phone calls are not permitted.

How do I know if an inmate is calling me?

A recorded message may be inserted to let the person being called know that they are receiving a call from an inmate. Periodic recorded messages may be inserted during the call advising the receiving party they are talking to an inmate.

Who pays for the calls?

If the inmate makes a debit call, his phone account is debited for the cost of the call.

If an inmate makes a collect call, the person accepting a collect call from an inmate will pay for the cost of the call. The recipient must accept the collect call charges.

If a family member or friend on the inmate's approved calling list sets up an account specific to his phone number, then that account will be charged for the calls at the debit call rates.

What if I don't want an inmate to call me?

Contact the institution where the inmate is being housed and request that a block be put on your phone number.

Are inmate phone calls monitored?

Yes. Outgoing phone calls from inmates may be monitored and recorded, unless the call is to an attorney or an organization known to provide legal services. Notices are posted near inmate telephones advising the inmate that their call may be monitored and/or recorded. It is the responsibility of an inmate to request or arrange for the use of a non-monitored phone for confidential attorney/client matters.

Can inmates receive incoming calls?

No. Inmates are not allowed to receive phone calls unless it is an emergency situation and/or permission has been granted by the Warden.

What is a debit phone account and how is it different than the collect only system?

Beginning in September 2002, a debit phone account was added for each inmate. Previously, inmates only had the option of making collect calls to family and friends.

With the inmate debit phone account, family and friends can pre-pay for phone calls from inmates.

Family and friends can send in money to GTL AdvancePay Service via options noted below for deposit in the inmate's debit phone account.

When an inmate places a debit call using their Personal Identification Number (PIN), a message will inform the inmate of how much money is available in their phone account. The call will be made with the inmate's phone account debited for the cost of the call. The call recipient will not be charged for a call on their monthly phone bill under the debit system.

Is the cost of a debit call cheaper than that of a collect call?

Yes. The Department of Corrections negotiated for a lower cost for both collect and debit calls prior to the debit system being established and again in 2008, 2009 and 2012. The price of a debit call is significantly less than the price of a collect call. See the chart below to compare the cost of a collect call versus the cost of a debit call.

Inmate Calling Rate Schedule for State of South Dakota as of February 12, 2014		
Type of Call	Set-Up Charge	Cost Per Minute
Collect		
Local	\$2.70	\$0.00
IntraLATA	\$2.52	\$0.23
InterLATA	\$3.15	\$0.00
InterSTATE	\$3.75	\$0.00
Prepaid Collect		
Local	\$0.90	\$0.00
IntraLATA	\$1.13	\$0.09
InterLATA	\$1.35	\$0.09
InterSTATE	\$1.35	\$0.09
International	\$4.00	\$1.00
*US Territories	\$0.00	\$0.95
Debit Calls		
Local	\$1.00	\$0.00
IntraLATA	\$1.13	\$0.09
InterLATA	\$1.35	\$0.09
InterSTATE	\$1.35	\$0.09
International	\$4.00	\$1.00
*US Territories	\$0.00	\$0.95
*US Virgin Islands, Guam, Puerto Rico		
Cost does not include tax		

How do I send in payments for an inmate to make telephone calls?

The South Dakota Department of Corrections will not accept deposits for the inmate telephone accounts at the adult facilities. Any deposits received marked "Phone Account" will be deposited in to the inmate's account and subject to the inmate accounts policy. GTL AdvancePay Service will be handling the deposits. In order to place deposits in an inmate account, you must contact AdvancePay Service with the inmate name and ID number to deposit in the inmate's debit account. If you wish to set up an account specific to your phone number, you may do so by contacting AdvancePay Service.

Deposits to inmate accounts can be made in several ways:

- By mailing a postal money order to:
AdvancePay Service
P.O. Box 911722
Denver, CO 80291-1722

Include your name and telephone number, the inmate's name and the name of the facility with your deposit.

- Online at www.offenderconnect.com
- By phone at 1-800-483-8314

