



Utah Department of Corrections

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This site provides information on how to receive calls from inmates at the [Utah Department of Corrections \(UDC\)](#).

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

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.

Friends, family members, or attorneys can establish and fund prepaid calling accounts by phone or internet. Called parties can make payments directly to an inmate's calling account, or take advantage of a Prepaid Collect calling plan to accommodate calls to cell phones or accounts with credit issues. Please see [Available Services](#) for more information.

Restrictions

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

- Limits on length of calls or calling availability hours
- Limits on number of inmate calls or total monthly call minutes based on inmate classification
- Call monitoring, 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 for such reasons as disciplinary problems or requests by a called party

Rate Tables

Rates for Utah Department of Corrections

Payment Type	Call Type	Surcharge	Per Minute
Prepaid Collect	Local	\$0.00	\$0.10
	IntraLATA	\$0.00	\$0.19
	InterLATA	\$0.00	\$0.19
	Interstate	\$0.00	\$0.19
	International	N/A	N/A
Debit (Inmate-Prepaid)	Local	\$0.00	\$0.10
	IntraLATA	\$0.00	\$0.19
	InterLATA	\$0.00	\$0.19
	Interstate	\$0.00	\$0.19
	Mexico	\$0.00	\$0.85
	All Other Countries	\$0.00	\$0.95

Traditional Collect*	Local	\$0.00	\$0.12
	IntraLATA	\$0.00	\$0.23
	InterLATA	\$0.00	\$0.23
	Interstate	\$0.00	\$0.23
	International	N/A	N/A

Excludes taxes and government-mandated surcharges

* As a result of FCC Order 15-136, Traditional Collect calling will be phased out beginning April 1, 2016 and ending July 1, 2016. All Traditional Collect consumers will be given the opportunity to utilize Prepaid Collect at more affordable rates.

If you are a consumer and wish to set up a Prepaid Collect account, please call our billing agent ICSolutions at 866-506-8407 or visit www.icsolutions.com.

If you are an attorney or bondsman and wish to use **direct billing**, you may call 800-464-8957 to establish and manage service. *Please note that direct billing is only available to attorneys and bondsman.*

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**	

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)	\$0.00

**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 inmate calls to your specific phone number with 0 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](#)

Debit (Inmate-Prepaid)

Provided through CenturyLink's billing agent ICSolutions, Debit enables you to directly fund a calling account for an inmate.

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

[MANAGE OR SETUP PREPAID SERVICE](#)

Or Call 888-506-8407

Or Call 888-506-8407

Payments accepted



Money Orders and Cashier's Checks also accepted by mail

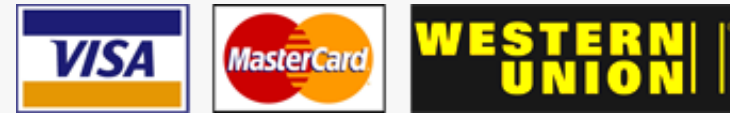
Note: If you accept a call from an UDC inmate and have not already established a Prepaid Collect Service, you will receive one complimentary 60-second call and then be given the opportunity to set up an account with a live customer service agent

Direct Billed

Available only to attorneys and bondsmen, Direct Bill enables high volume customers to pay for calls using a separate monthly bill.

Manage Your Service
Call 800-464-8957

Payments accepted



Money Orders and Cashier's Checks also accepted by mail

Note: Debit services can be purchased directly by the inmate using funds from his/her trust or commissary account. For more information on how to fund a trust account for an UDC inmate, [click here](#)

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.

- There is no need to set up service if your local phone company offers this option; service will be set up for you automatically when you accept a call.
- A 30-day spending limit will apply to traditional collect service.

Manage Your Service
Call 888-664-7839

Inmate Voicemail

Inmate voicemail is not currently available at UDC.

Email / E-messaging

FAQ

- ▶ **Who do I contact about receiving calls from the Utah Department of Corrections (UDC)?**
- ▶ **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 services?**
- ▶ **Who do I contact to block or unblock my number from Utah Department of Corrections inmates?**
- ▶ **Who does an inmate contact if they are having problems completing calls?**
- ▶ **What other restrictions are there on calls from UDC inmates?**
- ▶ **How does a released inmate get a refund on their debit account?**
- ▶ **How do I get a refund for unused Prepaid Collect 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 or Debit phone 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 inmate collect calls billed on my home phone bill?**
- ▶ **I am an attorney. How do I ensure my calls are set up as 'do not record'?**