



Utah Department of Corrections

[Rates and Fees](#)

[Available Services](#)

[FAQ](#)

Notice: Collect calling has been eliminated as of 7/1/2016. Please see table below for detailed rate information.

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.

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

Excludes taxes and government-mandated surcharges

Fees

Transaction Fees	
Prepaid Services* - Account Setup	\$0.00
Prepaid Services* - Purchase by automated phone system	\$3.00
Prepaid Services* - Purchase by live agent	\$5.95
Prepaid Services* - Purchase by internet	\$3.00
Prepaid Services* - Purchase by mail**	\$0.00
Prepaid Collect - Purchase using Western Union*** Swift Pay	\$5.50

**Includes Prepaid Collect and Debit*

***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. .*

Available Services

Prepaid Services

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

Debit (Inmate-Prepaid)

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

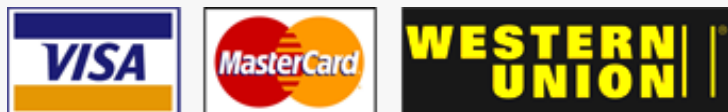
Debit calling can be used by the inmate to call any number

Calls can be completed to cell phones, internet phone services, or other services which do not provide Traditional Collect billing.

MANAGE OR SETUP PREPAID 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 an UDC inmate and have not already established a Prepaid Services 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.

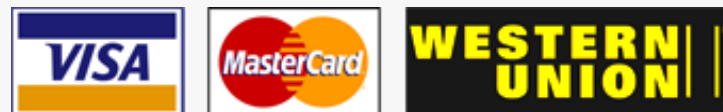
Call 800-464-8957

approved by their facility.

MANAGE OR SETUP DEBIT SERVICE

Or Call 888-506-8407

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](#)

Inmate Voicemail

Inmate Voicemail is not currently available at UDC.

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 Services services once my loved one is released?**
- ▶ **Why was my call disconnected?**
- ▶ **I am an attorney or bail bondsman. How do I set up a Direct Billed Account?**
- ▶ **Once Prepaid Services 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?
- ▶ I am an attorney. How do I ensure my calls are set up as 'do not record'?