



Family and Friends
Services

Emergencies

Family Support

Incarcerated Veterans

Mail and Packages

Prison Life

Sending Money

Telephones

➤ Advance Payments

➤ Frequently Asked
Questions

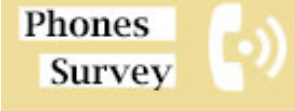
Visiting

Phone Calls – Telephone Communication

We know that telephone calls are important to maintaining family contacts. Our tips will help your phone call stay connected and ensure continued phone contact.

Department of Corrections plans to find a replacement of Offender Communications Systems; starting with the existing phone system. In order to include as much customer feedback into the requirements, we developed two surveys. This survey is for the family and friends of the incarcerated. Please click on the survey button to begin the survey.

A separate [Offender survey](#) is being processed for offenders to participate in.



Offender Phone System

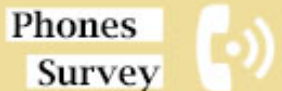
Global Tel* link (GTL) is the offender phone system provider for DOC.

The GTL phone number is 800-483-8314.

Value Added Communications (VAC) and [ConnectNetwork.com](#) are departments within GTL.

When you receive a call, you hear a pre-recorded message naming the correctional facility and the offender. Then, you can:

- Accept the collect call
- Deny the collect call
- Set up a prepaid account



Type of Call	Fee
Intrastate & Interstate Calls (collect, debit, or prepaid/Advance Pay™)	\$0.11 per minute of use
Credit card, debit card and bill processing	\$3.00 per use

Live operator	\$5.95 per use
Paper bill/statement fee	\$2.00 per use
Third-Party Money Transmitter – i.e., MoneyGram, Western Union, credit card processing, transfers from third-party commissary accounts	Exact fee from third-party provider passed through directly to customer with no markup

Pre-paid Calls

If you will be setting up a [pre-paid account](#), the call will be delayed and the offender will be asked to wait at least 30 minutes before trying to call the number again in order to provide you time to establish an account.

Phone Call Tips

There is a 20-minute telephone call time limit. Both parties will hear a message at three intervals that tells them how much time remains (2 minutes, 1 minute, 30 seconds). After 20 minutes, the telephone call will automatically disconnect.

- Don't attempt a three-way call
- Don't try to transfer the call
- Don't put the offender on hold
- Don't use or answer "call waiting"

Questions? Hours of Operation? See [ConnectNetwork's website](#) for up-to-date contact information, live customer service, and hours of operation:

International Telephone Calls

Individual facilities may allow offenders to place international calls if an advance pay account has been established. The offender may ask if this is allowed at his or her particular facility and what procedures need to be followed.

Emergency Contact Needs



All family emergencies must go through the facility [emergency messages process](#) at your offender's location. If you have a death in the family or other emergent need to contact your offender, call the Corrections Counselor. After regular hours, contact the shift officer.

Connect through eMessaging!



All DOC prisons now have an [eMessaging](#) capability to send and receive emails utilizing JPay. Offenders' families and friends can write electronic letters. For more information, please view the [JPay webpage](#), or contact JPay directly at www.JPay.com or by phone **1-800-574-5729**.

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