



# Wisconsin Department of Corrections

## Rates and Fees

## Available Services

## FAQ

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

WIDOC has contracted with CenturyLink to provide calling and account billing services to inmates. Recipients of these calls may include friends, relatives, 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 transaction fees is currently scheduled for March 17, 2016. Please see the fees section of this web page for up to date information.**

## Restrictions

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

- Limits on length of calls or calling availability hours

- Limits on number of inmate calls or total monthly call minutes
- Call monitoring, recording, and inmate PIN validation (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

### Inmate Telephone Rates for Wisconsin Department of Corrections

Payment Type	Call Type	Connection Charge	Per Minute
Prepaid Collect ("Advance Connect")	Local	\$0.00	\$0.12
	IntraLATA	\$0.00	\$0.12
	InterLATA	\$0.00	\$0.12
	Interstate	\$0.00	\$0.18
Traditional Collect	Local	\$0.00	\$0.12
	IntraLATA	\$0.00	\$0.12
	InterLATA	\$0.00	\$0.12
	Interstate	\$0.00	\$0.18

Excludes taxes and government-mandated surcharges

### Fees

Direct Fees	
Prepaid Collect ("Advance Connect") - Account Setup*	\$0.00
Prepaid Collect - Purchase by phone or internet	\$3.00

Prepaid Collect - Purchase by live representative	\$5.95
Prepaid Collect - Purchase by mail**	\$0.00
Prepaid Collect - Fee for refunding unused balance***	\$0.00
Traditional Collect - Bill Processing Fee	\$0.00
<b>Third Party Fees</b>	
Prepaid Collect - Purchase by MoneyGram	\$10.95
Prepaid Collect - Purchase by Western Union	\$10.95

\* Includes Prepaid Collect

\*\* Certified check, money order, and personal checks are accepted. When paying with a personal check please be aware that a returned check charge of up to \$25 may apply for dishonored checks.

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

## Available Services

### Prepaid Collect ("Advance Connect")

Provided through CenturyLink's billing agent Securus, Advance Connect allows you to receive inmate calls to your specific phone number.

Advance Connect customer service is available at 800-844-6591 or <https://securustech.net/traditionalcollect>

### 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

## Payments accepted



Money Orders, and Cashier's Checks, and personal checks are also accepted by mail. Personal checks are subject to a fee of up to \$25 if dishonored.

## Direct Billing

Direct Billing enables high volume customers to pay for calls using a separate itemized monthly bill. Direct Billing customer service is available at 800-844-6591 or <https://securustech.net/directbill>.

## Inmate Voicemail

Inmate voicemail is not currently available at WIDOC.

## Video Visitation

CenturyLink does not currently provide video visitation at WIDOC.

available at 1-800-844-6591 or  
<https://securustech.net/traditionalcollect>.

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## Email

Inmate Email is not currently available at WIDOC.

## FAQ

► [Who do I contact about receiving calls from the Wisconsin Department of Corrections \(WIDOC\)?](#)

- ▶ **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 calling services?**
- ▶ **Who do I contact to block or unblock my number from Wisconsin Department of Corrections**
- ▶ **Who does an inmate contact if they are having problems completing calls?**
- ▶ **What other restrictions are there on calls from WIDOC inmates?**
- ▶ **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?**
- ▶ **How do I set up a Direct Billed Account?**
- ▶ **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?**