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Friends and Family

Correctional Facilities



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This site provides information on how to receive calls from inmates at the **West Virginia Division of Corrections (WVDOC)**.

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

Called parties 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.

**Restrictions**

The following restrictions may be applied by the WVDOC 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 voice 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 West Virginia Division of Corrections**

Payment Type	Call Type	Connection Charge	Per Minute
Prepaid Collect	Local	\$0.00	\$0.032
	IntraLATA	\$0.00	\$0.032
	InterLATA	\$0.00	\$0.032
	Interstate	\$0.00	\$0.032
	International	N/A	N/A
Debit (Inmate Paid)	Local	\$0.00	\$0.032
	IntraLATA	\$0.00	\$0.032
	InterLATA	\$0.00	\$0.032
	Interstate	\$0.00	\$0.032
	International	\$0.00	\$0.45
Traditional Collect	Local	\$0.00	\$0.032

IntraLATA	\$0.00	\$0.032
InterLATA	\$0.00	\$0.032
Interstate	\$0.00	\$0.032
International	N/A	N/A

Excludes taxes and government-mandated surcharges

### Fees

Transaction Fees
Provider-imposed ancillary transaction fees have been eliminated by WVDOC. This elimination includes but is not limited to transaction fee for purchasing Prepaid Collect services using a credit/debit card.
<i>Please note that if using Western Union to purchase Prepaid Collect services, Western Union will charge a fee of \$5.50 when using its SwiftPay product. No additional fees are imposed by CenturyLink on top of these negotiated charges.</i>

\* Certified check or money order only for purchase by mail; we are sorry but personal checks are not accepted

\*\* See also [Prepaid Collect refund process](#) and [Debit refund process](#) below. Please note that once purchased, Debit services belong to the inmate and can only be refunded to him or her.

## Available Services

### Prepaid Collect

Provided through CenturyLink's billing agent ICSolutions, Prepaid Collect allows you to receive inmate calls to your specific phone number.

No 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 CREATE A SERVICE ACCOUNT

Or Call 888-506-8407

### Payments accepted



Money Orders and Cashier's Checks also accepted by mail

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

### 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 CREATE A SERVICE ACCOUNT

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 account.**