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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 **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.

**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	Per Minute
Prepaid Collect ("Advance Connect")	Local	\$0.12
	IntraLATA	\$0.12
	InterLATA	\$0.12
	Interstate	\$0.18
Traditional Collect	Local	\$0.12
	IntraLATA	\$0.12
	InterLATA	\$0.12
	Interstate	\$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
Third Party Fees	
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.

MANAGE OR CREATE A SERVICE ACCOUNT

Or Call 800-844-6591

### 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.

MANAGE OR CREATE A SERVICE ACCOUNT

Or Call 888-664-7839

### 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 Email

Inmate Email is not currently available at WIDOC.