



Telephone communication access is provided by an outside vendor via a state contract. In July 2007, Global Tel*Link assumed responsibility over the inmate telephone system in state correctional facilities, having acquired it from Verizon Business, the former MCI division. Global Tel*Link's Customer Service number is 1-800-231-0193 for individuals needing assistance with billing issues, problems receiving calls from inmates, receiving unwanted calls and/or requesting a block on future calls from an inmate or inmates.

Inmate telephone calls rates are fixed in contract. The rates can be lowered if mandated by the Louisiana Public Service Commission (PSC) or the Federal Communications Commission (FCC), but rates can never be raised even if a tariff increase is approved by either agency.