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|  <p style="text-align: center;"> ADMINISTRATIVE POLICIES AND PROCEDURES State of Tennessee Department of Correction </p> | Index #: 208.08 | Page 1 of 4 |
| | Effective Date: April 15, 2006 | |
| | Distribution: A | |
| | Supersedes: 208.08 (4/15/03) | |
| Approved by: George M. Little | | |
| Subject: INMATE TELEPHONE DEBIT SYSTEM | | |

- I. AUTHORITY: TCA 4-3-604, TCA 40-24-107, TCA 40-28-201, TCA 41-6-106, TCA 41-21-216, and TCA 41-21-512.
- II. PURPOSE: To establish standard procedures for the use of the Inmate Telephone Debit System.
- III. APPLICATION: Wardens (excluding Hardeman County Correctional Facility and Whiteville Correctional Facility), Institutional Trust Fund Custodians, Fiscal Officers, Director of Fiscal Services, inmates, and South Central Correctional Center.
- IV. DEFINITIONS:
 - A. Inmate Telephone System (ITS): A system which controls the use of telephones by the inmates at all departmental institutions.
 - B. Debit Call: A telephone call made by an inmate to an allowed telephone number, where the total cost of the call will be deducted from the inmate's debit account with the service provider.
 - C. Telephone Credits: Dollar purchases of credits to be used by an inmate to pay for a debit call. These credits can be purchased by the inmate or family and friends.
- V. POLICY: All inmates at institutions utilizing the Inmate Telephone System (ITS) for processing inmate telephone calls shall be allowed to establish and use the Inmate Telephone Debit System (ITDS), which will be totally managed and operated by the ITS service provider.
- VI. PROCEDURES:
 - A. Inmate Purchase of Telephone Credits:
 1. The inmate can request fund transfers from their institutional trust fund account for the purchase of telephone credits once each month.
 2. Telephone credits can be purchased in "whole" dollar amounts only.
 3. The minimum telephone credit purchase amount is \$5.00.
 4. The inmate shall purchase telephone credits utilizing the Department of Correction Trust Fund Account Personal Withdrawal Request form, CR-2727. (See Policy #208.01.)

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|--|----------------|-------------|
| Effective Date: April 15, 2006 | Index # 208.08 | Page 2 of 4 |
| Subject: INMATE TELEPHONE DEBIT SYSTEM | | |

5. Upon receipt of all inmate withdrawals for the month, the institution's trust fund custodian shall process them per Policy #208.01 and deduct the specified amounts from each inmate's trust fund account.
6. By the 20th of each month, the amounts deducted from the inmate's trust fund account shall be credited to an ITS organization account within the inmate trust fund. If the 20th of the month is on a Saturday, Sunday, or holiday, the amounts must be credited to an ITS organization account within the inmate trust fund by the close of business on the next official work day.
7. If the amounts in Section VI.(A)(6) above are not credited to the ITS organization account within the inmate trust fund by the above stated date, the transactions will not be processed and the inmate(s) will have to wait until the next month to transfer the funds. Any exception to this must have the approval of the Director of Budget and Fiscal Services or designee.
8. The institution's trust fund custodian shall then prepare an Inmate Telephone System data entry log, CR-3569, completing the columns for Inmate Number, Inmate Name, and Amount; the columns for Person Sending Funds, Type of Funds, and Serial Number shall remain blank.
9. The institution's trust fund custodian shall fax or GroupWise the data entry log to Fiscal Services the next working day after the 20th of the month or the next working day after the date of crediting the ITS organization account within the inmate trust fund per Section VI.(A)(6) above.
10. On the 21st of the month or the next working day after the date of crediting the ITS organization account within the trust fund per Section VI.(A)(6) above, Fiscal Services will print the TOMIS account balance report indicating the ITS organization account balances.
11. Upon receipt of the ITS data entry log, Fiscal Services shall reconcile the amounts on the data entry log to the TOMIS account balance report. Any discrepancies noted shall be reconciled with the institution immediately.
12. After the reconciliation in Section VI.(A)(11) above is completed, Fiscal Services will debit the ITS organization account for each institution and credit the Central Office ITS organization account.
13. Within two (2) working days, a warrant will be issued from the Central Office ITS organization account and made payable to the service provider. Fiscal Services will mail the check, along with the Inmate Telephone System data entry logs, by way of the service provider's Federal Express account. Fiscal Services will notify each institution's trust fund custodian of the trust fund check number and Federal Express tracking number.

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|--|----------------|-------------|
| Effective Date: April 15, 2006 | Index # 208.08 | Page 3 of 4 |
| Subject: INMATE TELEPHONE DEBIT SYSTEM | | |

- B. Family and friends may purchase telephone credits by sending their funds directly to the ITS service provider at the following address.

Global Tel*Link Corporation
Dept 1705
Denver, CO 80291-1705

- C. An inmate shall not have funds deducted from the Inmate Telephone System trust fund and deposited into his/her institutional trust fund, except where an inmate is transferred to an institution that does not utilize Global Tel*Link's inmate telephone system.
- D. It will be the responsibility of the ITS service provider to refund any funds remaining in the Inmate Telephone System trust fund directly to the inmate upon his/her release from TDOC custody.
- E. Any concerns with the system must be made in writing first to the ITS service provider. If the issue is not resolved by the service provider, the TDOC ITS coordinator may be contacted, in writing, with copies of all applicable documentation concerning the issue(s) attached.

VII. ACA STANDARDS: 4-4027, 4-4031, 4-4044, and 4-4045.

VIII. EXPIRATION DATE: April 15, 2009.

