



**DEPARTMENT OF CORRECTIONS
MONTANA WOMEN'S PRISON
OPERATIONAL PROCEDURE**

Procedure No.: MWP 3.3.7	Subject: OFFENDER ACCESS TO TELEPHONES
Reference: DOC Policy 3.3.7	Page 1 of 4 and 2 attachments
Effective Date: 05-25-2011	Revision Date: 10-02-2015
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I. PURPOSE

To permit inmates reasonable access to public telephones to maintain essential community and legal contacts subject only to the limitations and restrictions necessary to ensure the security and order of Montana Women's Prison (MWP) and to protect the public.

II. DEFINITIONS

Attorney Calls – Telephone calls, between an inmate and her attorney or attorney's documented representative(s).

Pre-paid Calls- Telephone calls placed by an inmate using funds from the inmates pre-paid billing account.

III. PROCEDURES

A. General Provisions

1. The use of telephone by inmates is a privilege, not a right.
2. The Department of Corrections contracts with telephone service companies to provide inmates reasonably priced telephone services.
 - a. All applicable fees, tariffs, and taxes will be part of the cost of the service.
 - b. Inmate telephone services provide the broadest range of calling options determined by DOC director to be consistent with the requirements of sound Correctional management.
3. Facilities will use an inmate telephone monitoring/recording system to enhance facility security, increase inmate and public safety, and reduce the occurrence of criminal activities or activities that could be a threat to the orderly operation of a correctional facility.
4. Prohibited calls include, but are not limited to, the following:
 - a. Third party or three (3) way or conference calls
 - b. Call Forwarding

- c. Calls to toll free and 900 numbers
 - d. Calls made using prepaid phone cards or any other type of calling card.
5. Inmates are prohibited from answering MWP phones
 6. Inmates employed by MCE will be subject to conditions set forth by MCE concerning Inmate Workplace Telephone Privileges.
 7. The Case Managers, on-duty lieutenants, chaplain and the management team may authorize inmates to make calls on the state telephone system for special circumstances.

B. Inmate Initiated Personal Calls

1. Inmates will have personal access to designated inmate telephones, which have collect call or pre-paid options, and are located in all pods in accessible areas.
2. Inmates will have no expectation of privacy while using the inmate telephones, calls may be monitored and recorded.
3. All calls, except those to attorneys of record will be monitored and recorded.
4. Inmates may be allowed to place calls to those on an approved call list.
5. Inmates may place calls on their respective housing units. Inmates are encouraged to sign up for call time periods and to not monopolize the telephone times throughout the week.
6. MWP may place blocks on telephone numbers when complaints are received about inmates making abusive or unwanted telephone calls. Staff receiving complaints or requests to block phone numbers will refer the complainant to the Administrative Officer.
7. The Associate Wardens of Operations or designee may program telephones or otherwise restrict inmate personal calls to reasonable time limits.
8. The Associate Warden Operations may prohibit or restrict inmates in confinement status from making personal calls.
9. Inmates with hearing and/or speech disabilities, and inmates who wish to communicate with parties who have such disabilities, will be afforded access to a Telecommunications Device or the Deaf (TDD), or comparable equipment. Public telephones with volume control will also be available to inmates with hearing impairments.
10. Inmates will not use the telephone system to initiate or conduct criminal activity.
11. Any violations of this policy will result in the loss or suspension of telephone privileges in accordance with MWP disciplinary procedures.

12. Inmates may provide friends and family with telephone contact information to setup prepaid accounts. Friend and family may place money on the inmates general account or on their own phone number.
 - a. 1-866-516-0115 or;
 - b. pay.telmate.com (web address)

13. Inmates will use the following service numbers to make calls or transactions on the phone system.
 - a. 411# - used to transfer funds from their inmate banking account to their phone general account. Funds must be available for transfer at the time of the request.
 - b. 211# - Phone company customer service report telephone problems. Customer Service will leave a message in the inmate's phone mail box concerning the complaint. Frivolous or unclear complaints may not be responded too.
 - c. #8 – Crime Tip hotline
 - d. #9 – Prison Rape Elimination Act (PREA) hotline.

C. Attorney Calls and Calls to Consular Officials

1. The facility will not intercept, record, or monitor offender calls to attorneys or to consular officers.
 - a. The call will not be recorded if the inmate uses the telephone number provided to the Associate Warden of Operations or designee, to prevent the inmate from making fraudulent calls.
 - b. This does not prohibit an inmate from calling her attorney at another telephone number, however, that call may be recorded.

D. Inmate Telephone Use in Work Assignments.

The Associate Warden of Operations will review and approve each inmate who may have access to telephones as part of her assigned work program.

- a. Inmates employed by MCE will be subject to the conditions set forth in MCE procedure concerning Inmate Workplace Telephone Privileges.

E. Telephone Monitoring

1. The Associate Wardens of Security and/or Operations may intercept, record, and divulge telephone calls from an inmate using the offender telephone system.
2. Designated staff must successfully complete training, which may be provided by the inmate telephone vendor, before they can engage in monitoring or recording inmate telephone calls
3. The contents of an intercepted and recorded telephone conversation will be divulged only as necessary to safeguard the orderly operation of the facility, in response to a court order, or in the prosecutions or investigation of a crime.
4. The Associate Warden of Operations will ensure that procedures address the confidentiality, access, review, release, and archive of telephone recordings. Inmates will not have access to monitored or recorded calls.

F. Blocks on Calls from Inmates.

1. Victims of inmates and recipients of unsolicited, unwanted inmate calls may request a facility block on calls from inmates in MWP custody.
2. MWP will establish procedures to ensure records are kept on the blocks placed on calls from inmates in MWP custody.

IV. CLOSING

Questions concerning this procedure should be directed to the Associate Wardens of Security and/or Operations.

V. ATTACHMENTS

Warning!
Intimate Phone System

Attachment A
Attachment B

WARNING!

STEALING ANOTHER INMATE'S PIN IS A CLASS C FELONY, IDENTITY THEFT. MONTANA WOMEN'S PRISON (MWP) TELEPHONE RULES

- Do not shout, talk above a normal conversational level, or use profanity while on the telephone.
- Do not tamper with, mark on, or damage telephone equipment.
- Do not call your victim/witness or alleged victim/witness of another inmate on behalf of the inmate.
- Do not place a call for another inmate.
- Do not move furniture to the telephone area.
- Do not make conference or three-way calls or do third number billing, call forwarding or call transfers.
- Do not use a third party to relay a spoken message to another inmate or person that MWP/DOC, court or other government officials have prohibited you from contacting.
- Do not give anyone your PIN. Use of another inmate's PIN is identity theft and if used to make a pre-paid call it is also property theft.
- Do not trade or sell pre-paid minutes.
- Tell an officer if a telephone is not working properly.
- No refunds are granted once the pre-paid minutes are activated.
- Clergy calls may be monitored and are recorded, unless approved by the Associate Warden of Operations.

THESE ARE VIOLATIONS

- Stealing a PIN number.
- Using someone else's PIN number.
- Sharing your PIN number.
- Placing a call for another inmate.
- Trading or selling pre-paid minutes.
- Committing any of these violations will result in your **PIN being blocked for up to 90 days.**

Intelmate Phone System

Name Recording

All inmates are instructed to record their name when they first use the phone system. If your name was improperly recorded you may leave a customer service request by dialing 211# and we will remove your name recording. Next time you make a call you will be able to re-record your name.

Voice Biometrics

All inmates are required to setup a voice password prior to completing their first phone call. This system is designed to make sure no other inmate can access your prepaid account. Prepaid accounts are your responsibility; you must protect you Voice Biometrics. Protect your PIN number from other inmates, **if another inmate access your account and uses your prepaid balance you will not be repaid for the loss.**

Prepaid Calling

Prepaid calls can be completed to any type of phone: home phones, blocked collect phones, cell phones, and International Numbers, etc.

If you have a prepaid balance and wish to use your balance to call any phone or a phone that is blocked for accepting collect calls, you must enter your PIN number and select the prepaid call option. If you choose the option to call collect and there is a credit card on file under your account, your prepaid balance will not be deducted.

Free Advance Prepaid Phone Calls

Intelmate offers inmates the ability to call phone numbers that cannot accept a collect call for **up to one (1) minute absolutely free**. Inmates are informed when making the call that this service is offered **free only ONCE per different phone numbers**. This service is made available by Intelmate as courtesy to help inmates contact friends and family and ask them to setup a prepaid account.

Please remember this service is offered as a courtesy and is not a right. Intelmate is the only inmate phone provider that offers this service to inmates. Damage to inmate phones or abuse of their service will result in loss of privilege.

Intelmate may allow free 1-minute calls more than once, but this is at our discretion. Please do not leave voicemails for customer service about why you were not able to complete a free call as they will be ignored and may result in the loss of their service.

Blocked Phone Numbers

If you attempt to dial a phone number that is blocked, you will be informed that the phone number has been blocked and your call will be terminated.

Call recipients are given an option when they receive a call to block all future calls from the correctional facility or an individual inmate. Sometimes they select this option in error.

If you believe the block is in error you may leave a customer service request by dialing 211# and we will confirm whether the called party intended to block calls from the correctional facility. If the block was an error, it will be removed.

If the call recipient confirms the block you will be left a voice mail informing you that we have confirmed the block is valid and you will not be able to call the phone number.

10-02-2015

Attachment B

MWP 3.3.7

Some phone numbers are blocked by the staff; if this is the case the block will **never be removed**.

Attempted 3-way calls

Any attempt to make a 3-way call will result in permanent blocking of the phone number, even if the 3-way call was made by another inmate. **3-way calls are never allowed.** Once a phone number has been blocked for attempting a 3-way call the block will never be removed unless a fine of \$25 in prepaid calling time is purchased.

Refunds

Released inmates who have a prepaid balance may contact Inmate at **1-866-516-0115** to receive a prepaid calling card equal in value to the remaining balance of the inmate's prepaid account.

Calling cards may be used for Domestic and International Calls.

If the number was blocked due to an attempted 3-way call, we will not remove the block, even if the 3-way call was made by another inmate. **3-way calls are never allowed.**

Numbers to remember:

- #211 – Customer Service
- # 411 –Transfer of funds
- #9 - PREA report line
- #8 - CrimeTip line