

## HOW MUCH ARE THE CALLS

Rates (additional fees may apply)

Account Type	Calls in Texas (per minute)	Calls outside Texas (per minute)
Family and Friends Accounts	\$0.26	\$0.25 (Direct Bill) \$0.21 (F&F Prepaid)
Offender Telephone Account	\$0.23	\$0.21

## REFUNDS - Released Offenders

- Upon release from incarceration an offender may request a refund of any funds remaining in his/her Offender Telephone Account.
- The Texas Offender Telephone Account Refund Request form is available upon release or once released from the following website: [www.TexasPrisonPhone.com](http://www.TexasPrisonPhone.com).
- Requests for refunds will be processed no sooner than 90 days after release and must be made within 12 months of release.
- There is a \$3.50 processing fee.

## OFFENDER REQUESTS for ASSISTANCE

If you have problems with the offender telephone system, complete a TDCJ Offender Telephone System (OTS) - Assistance Request Form (usually a pink copy) and place it in the unit mail box. The offender telephone company will reply to your issue. Forms are available from unit staff or offender telephone company representatives.

## COMMON PHONE RESPONSES

### ***“This number is not authorized.”***

The number you dialed has not been successfully registered for you to call. Notify the owner of the telephone number that they must register their number at [www.TexasPrisonPhone.com](http://www.TexasPrisonPhone.com) or **866-806-7804**. Send a mail insert (available from offender telephone company representatives) which provides the instructions the family and friends must follow to register to accept phone calls from you.

### ***“Your enrollment does not exist.”***

Your voice is not enrolled in the system. Complete an OTS Assistance Request Form asking to be enrolled and put it in the mail box. An offender telephone company representative will arrive to enroll your voice.

### ***“That is not a valid TDCJ ID number.”***

The ID number you entered is not valid. The phones need a full 8 digit TDCJ ID number. If your number is less than 8 digits, you must enter leading zeros in front of it. Example: If your number is 123456, enter 00123456 to make a call.

### ***“Your call was answered, but positive acceptance was not received from the called party. Possibly indicating an answering machine.”***

The call could not go through because no one accepted the call.

## COMMON PHONE RESPONSES

(continued)

### ***“Your account has been suspended. Please try your call again later.”***

You are on suspension or in transient status. When your status is cleared, the phones will allow you to make calls again. Offender telephone company representatives are not able to answer questions about suspensions.

### ***“I am sorry; I did not recognize your voice.”***

OR

### ***“I am sorry your verification failed.”***

You are not saying your name the same as when you enrolled. If it continues, complete an OTS Assistance Request Form asking to be re-enrolled and put it in the mail box. An offender telephone company representative will arrive to reenroll your voice.

### ***“You do not have sufficient funds to continue this call. Please hang up, and try your call again at a later time.”***

The call could not go through because there is not enough funds in your Offender Telephone Account.

### ***“That number is restricted.”***

The restriction is on the owner of the telephone number **not** the offender. The owner of the telephone number needs to contact Securus Correctional Billing Services at **800-844-6591**.

# OFFENDER TELEPHONE SYSTEM (OTS)

## ELIGIBILITY

Offender access to the OTS shall be validated and initiated by the telecommunications contractor based on the following eligibility requirements:

- Offenders classified as general population Levels 1, 2, 3, or 4 or protective custody Level 1 shall be authorized to access the OTS.
- Offenders in a psychiatric inpatient program or Developmental Disabilities Program shall be allowed access to the OTS in accordance with the offender's treatment plan.
- Eligible offenders in the infirmary shall have access to the OTS.

## INELIGIBILITY

- Offenders in transient status, prehearing detention, solitary confinement, cell restriction, or special cell restriction shall not be permitted access to the OTS, regardless of custody designation.
- An offender's access to the OTS may be suspended if the offender is found guilty of a major disciplinary violation in accordance with the *TDCJ Disciplinary Rules and Procedures for Offenders*.

## OPERATION

- The OTS shall be operational between the hours of 7:00am and 10:00pm, seven days per week, with the exception of count time or any time day-room privileges are suspended due to a unit emergency or lockdown.
- Offenders shall be permitted to call only landline telephone and post-paid cell phone numbers within the continental United States and Hawaii.
- All telephone calls placed using the OTS shall be subject to monitoring and recording, except calls to the offender's attorney(s) of record.
- An offender shall not be required to reenroll in the OTS when transferred to a new unit of assignment.

## GUIDELINES

Offenders shall conduct telephone conversations in an acceptable manner. Loud, boisterous conversations shall not be permitted. Offenders are prohibited from speaking in code, passing gang related information, planning criminal activity, or using the telephone in furtherance of criminal conduct. Threats, obscenities, and other types of abusive language may result in immediate termination of the telephone call, suspension of future telephone privileges, and disciplinary action.

Unauthorized contact with a victim or a member of a victim's family by an offender is prohibited in accordance with AD-04.82, "Forfeiture of Good Conduct Time for Contacting a Victim Without Authorization."

The following types of calls and conversations will **not** be permitted: calls to pre-paid cell phones; calls to businesses; international calls; forwarded calls; three-way calls; conversations with any adult not on the Approved Calling List; conversations where a speakerphone is being used.

### OFFENDERS MUST

**ENROLL YOUR VOICE** - Voice Biometrics validates "you are who you say you are" before connecting a call. Your enrollment is supervised by an offender telephone company representative. If you do not cooperate with the process, you will not have phone privileges. To enroll:

1. The enrollment representative matches your TDCJ identification card to the enrollment list.
2. Pick up the handset and enter your TDCJ number (PIN). (Enter all eight digits.)
3. Follow the prompts and repeat your first and last name four or more times until it is verified.

**SPEAK LOUDLY, CLEARLY, and SLOWLY**

4. When prompted for the facility name, say - **TEXAS DEPARTMENT OF CRIMINAL JUSTICE** four or more times until it is verified.
5. Return the handset to the phone cradle.

**NOTIFY YOUR FAMILY and FRIENDS** -

Send a mail insert (available from offender telephone company representatives) which provides the instructions the family and friends must follow to register to accept phone calls from you.

## FAMILY and FRIENDS MUST

### REGISTER TO RECEIVE YOUR CALLS -

They can register a landline by going to the following website: [www.TexasPrisonPhone.com](http://www.TexasPrisonPhone.com) or calling (866) 806-7804.

They can register a Post-Paid cell phone at [www.TexasPrisonPhone.com/cellphone.asp](http://www.TexasPrisonPhone.com/cellphone.asp) or by calling (866) 806-7804 and selecting options 1, 0 and following the prompts.

In order to receive calls from an offender, the Texas Department of Criminal Justice requires that your family and friends register and meet the following requirements:

1. The name on the telephone service bill/listing must match the name on the registrant's driver's license or state identification card.
2. Family and friends must agree to the following conditions:
  - Family and friends are the registered owner of the phone that will receive calls from the offender
  - Family and friends will allow offender calls to their phone
  - Family and friends are at least 18 years old
  - Family and friends will not forward calls, make 3-way calls, or use a speakerphone on calls received from the offender

### How do offenders know when their family and friends are registered to receive telephone calls from them?

At any time an offender, through a menu option (choose 9) available on the offender telephones, can listen to a list of the family and friend telephone numbers that have been registered to receive calls from the offender.

## WHEN YOU MAKE A CALL

1. Pick up the handset; choose 1 for English or 2 for Spanish and follow the prompts.
2. Press 1 for Collect Call or 2 for Debit Call.
3. Enter your TDCJ ID #. (Enter all eight digits, including any zeroes at the beginning of your TDCJ ID number. For example: 00123456).
4. Enter the telephone number. Telephone number validation occurs.
5. Say your name exactly as you said it during enrollment. Say "Texas Department of Criminal Justice". Voice recognition occurs.
6. You will be connected to the called party.

## WHEN YOUR FAMILY and FRIENDS ACCEPT THE CALL FROM YOU

### ANSWERING A CALL -

When family and friends answer a call from TDCJ, remember...

A computerized voice will tell them the call is from TDCJ and ask them to respond to a few questions.

### AVOID BEING DISCONNECTED -

If family and friends do any of the following during the call, they could be disconnected:

### DO NOT...

Transfer the call (you cannot transfer or forward a call between your registered landline and your registered cell phone)

Use call waiting or call forwarding

Put the call on hold

Press any button on the key pad

Conference another person on the phone

Attempt to make a 3-way call

Use a speakerphone

## PAYING FOR YOUR CALLS

### There are three payment options:

**COLLECT CALL (DIRECT BILL)** – The person you call accepts the charges when you call them. A Direct Bill account for collect calls is automatically created for your family and friends when they were approved to receive calls. The account will have an initial credit limit of \$85 which will be increased to \$200 after 90 days if the account is kept current and your family and friends have paid the invoice in full and on time. The offender will place a collect call and family and friends accept the charges. Family and friends receive a monthly invoice. If your family and friends reach their credit limit prior to the next bill cycle, and have not made a payment on the account the phone number is blocked. They need to simply contact Securus Correctional Billing Services (SCBS) **800-844-6591** and make a payment and the line will be unblocked and ready to receive calls.

**If a Direct Bill account becomes past due, it is automatically converted to a Friends and Family Prepaid account.**

### FRIENDS and FAMILY (F&F) PREPAID –

After your family and friends telephone number is registered and validated, the person who owns the number can fund their own prepaid account so they can receive calls. A prepaid account ensures your family and friends are always ready to receive your calls. Since your family and friends pay before being called, there is never a disruption in service. Family and friends can request their Direct Bill account be converted to a prepaid account at any time.

### OFFENDER TELEPHONE ACCOUNT –

When you enroll your voice in the phone system an Offender Telephone Account is automatically created for you. Anyone can add money to your Offender Telephone Account. You can fund your own account too. You can purchase phone time in any dollar amount using funds from your Trust Fund Account. Sales tax is charged on the purchase and sales are final. An offender may request to move funds from his/her Offender Telephone Account to his/her Trust Fund account by submitting an OTS Assistance Request Form. There is a \$3.50 processing fee and processing can take up to fifteen (15) calendar days.

**Funds placed in an Offender Telephone Account become the property of the offender and can be used by the offender to call anyone on his/her Approved Calling List. Family and friends will not be able to receive refunds from this account.**