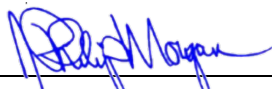
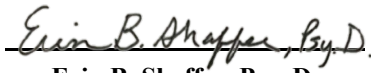



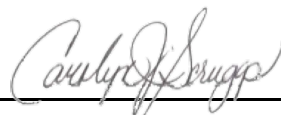



DEPARTMENT DIRECTIVE


J. Philip Morgan
 Commissioner of Correction


Erin B. Shaffer, Psy. D.
 Director of Patuxent
 Institution


Kimberly D. Bey
 Commissioner of Pretrial
 Detention and Services


Carolyn J. Scruggs
 Secretary

Title: Incarcerated Individual Telephone System	Directive: Number: Revised - OPS.200.0002
Related MD Statute/Regulations: Correctional Services Article, §2-103; and State Government Article, §§10-611 – 10-628, Annotated Code of Maryland	Supersedes: OPS.200.0002 dated 08/31/2015
Related ACA and MCCS Standards: ACA: 5-ACI-4A-25; 5-ACI-4A-26; 5-ACI-4B-25; 5-ACI-7D-11; 5-ACI-7D-12; 5-ACI-7D-13 1-CORE-5B-03; 1-CORE-6A-02 MCCS: .05C.(5); .05M	Approved By:  Andrew Lipchak Director, Security Operations
Related Directives: OPS.200.0004 – Policy Statement – Inmates with a Hearing Disability OPS.200.0007 - Americans with Disabilities Act (ADA) Title II Non-discrimination and Accommodations for Persons with Disabilities OPS.200.0013 – DPSCS Tablet Computer Program	Issued Date: November 14, 2025 Effective Date: November 19, 2025
Variance: Each facility may issue a facility directive necessary to implement and comply with this directive.	Number of Pages: 13

.01 Purpose.

This directive establishes and maintains policy and procedures for an incarcerated individual telephone system within the Department of Public Safety and Correctional Services (Department) correctional facilities.

.02 Scope.

This directive applies to all Department correctional facilities.

.03 Policy.

A. It is the Department's policy to:

- (1) Provide a controlled telephone service for incarcerated individuals housed in correctional facilities; and

- (2) Develop and maintain procedures and safeguards for use of the incarcerated individual telephone system to prevent incarcerated individuals from using the system for criminal purposes or other prohibited acts.
- B. The Department recognizes the importance of an incarcerated individual maintaining positive community and family ties. This social support encourages mental health and successful reentry into the community.
- C. The Department is committed to providing regular access to legal services through the development of telephone and video visitation access.

.04 Definitions.

A. In this directive, the following terms have the meanings indicated.

B. Terms Defined.

- (1) “Account Representative” means the manager for the authorized vendor who administers the incarcerated individual telephone contract for the Department.
- (2) Attorney of Record.
 - (a) “Attorney of record” means an individual licensed to practice law in a state or federal jurisdiction and who has acknowledged that he or she represents an incarcerated individual in a criminal or civil legal matter.
 - (b) “Attorney of record” includes the following individuals working on behalf of an attorney of record:
 - (i) Law clerk;
 - (ii) Legal assistant; and
 - (iii) Law student enrolled in a law school clinical program and supervised by an attorney for the program.
- (3) “Automated Incarcerated Individual Telephone System (AITS)” means a computer-based telephone system provided by a commercial vendor under contract with the Department that permits control over and monitoring of incarcerated individual telephone calls.
- (4) “Call list” means an approved list of family, friends, and clergy telephone numbers that may be called by an incarcerated individual.
- (5) “Call log” means an automated file generated by the AITS that shows the date, time, duration, and the number called by an incarcerated individual.
- (6) “Call record” means the audio recording of an incarcerated individual’s telephone call.

- (7) “Correctional facility” has the meaning stated in Correctional Services Article, §1-101, Annotated Code of Maryland: “‘Correctional facility’ means a facility that is operated for the purpose of detaining or confining adults who are charged with or found guilty of a crime.”
- (8) Emergency Telephone Call.
 - (a) “Emergency telephone call” means a telephone call made by an incarcerated individual that involves:
 - (i) Serious family illness;
 - (ii) Injury or death to a family member; or
 - (iii) Other serious matters as determined appropriate by correctional facility personnel.
 - (b) “Emergency telephone call” does not include:
 - (i) Routine communication with an attorney of record or a court; and
 - (ii) Matters that may be handled by mail.
- (9) “Employee” means an individual assigned to or employed by the Department in a full-time, part-time, temporary, volunteer, or contractual position.
- (10) “Facility ADA Coordinator” means a full-time Department employee designated by the managing official to coordinate a Department correctional facility’s activities and responsibilities under the Americans with Disabilities Act (ADA) Title II.
- (11) “Family” means an incarcerated individual’s spouse, parent, grandparent, sibling, child, grandchild, an individual with whom the incarcerated individual has lived as a family, and these relationships established by adoption.
- (12) “Hot line” means a dedicated telephone number that an incarcerated individual may use to report concerns regarding the Prison Rape Elimination Act (PREA) and any other complaints.
- (13) Incarcerated Individual.
 - (a) “Incarcerated individual” has the meaning stated in CSA, §1-101, Annotated Code of Maryland which states, “‘Incarcerated individual’ means an individual who is actually or constructively detained or confined in a correctional facility.”
 - (b) “Incarcerated individual” includes the term “inmate” as stated prior to October 1, 2023 CSA, §1-101, ACM
 - (c) “Incarcerated individual” includes the term incarcerated person.
- (14) “Incarcerated Individual Personal Identification Number (IPIN)” means the unique number created by an incarcerated individual that enables the incarcerated individual to access the AITS.

(15) Intake Facility.

- (a) “Intake facility” means a Department correctional facility that is authorized to take custody and control of an incarcerated individual.
- (b) “Intake facility” includes the:
 - (i) Baltimore City Booking and Intake Center;
 - (ii) Chesapeake Detention Facility;
 - (iii) Eastern Correctional Institution;
 - (iv) Jessup Correctional Institution;
 - (v) Maryland Correctional Institution for Women;
 - (vi) Maryland Correctional Training Center; and
 - (vii) Youth Detention Center.

(16) “Managing official” means a Department employee responsible for the direct administration and operation of a Department correctional facility as is defined in Correctional Services Article, §1-101, Annotated Code of Maryland.

(17) “May not” means an absolute prohibition.

(18) “Parole violator” means an individual confined on the basis of a retake warrant issued by the Maryland Parole Commission for a violation of the terms of parole or mandatory supervision release.

(19) “Recording Block” means an electronic barrier that prevents recording and monitoring of an incarcerated individual telephone call.

(20) Telecommunications Device for the Deaf (TDD).

- (a) “Telecommunications Device for the Deaf” means a communication device designed for use by an individual with a hearing or speech disability.
- (b) “Telecommunications Device for the Deaf” includes but is not limited to:
 - (i) A teleprinter;
 - (ii) A teletypewriter (TTY);
 - (iii) A captioned (CapTel) telephone; and
 - (iv) An electronic device for text communication over a telephone line.

- (21) “Telephone administrator” means the individual employed by the contractor selected to provide support services related to the AITS equipment at a correctional facility.
- (22) “Three-way calling” means a telephone service that permits a third party at a different telephone number to participate in an existing two-party telephone conversation.
- (23) “Video Relay Service (VRS)” or “Video Interpreting Service (VIS)” means a video telecommunication service that allows deaf, hard-of-hearing, and speech-impaired individuals to communicate using a video telephone or similar technology with an individual who does not have a hearing or speech disability in real-time, through a sign language interpreter.
- (24) “Voice over Internet Protocol (VoIP)” is a technology for communicating using an internet network instead of traditional analog systems.
- (25) “V-PIN” means a voice pin, which is a unique voice print based on a recording of an incarcerated individual’s first and last name that is required to be used each time the incarcerated individual uses the AITS, except for individuals using the TTY.

.05 Responsibility/Procedures.

A. Managing Official.

- (1) A managing official, or a designee, is responsible for:
 - (a) Implementation and administration of AITS within the correctional facility;
 - (b) Ensuring that all employees responsible for duties related to the use of the AITS receive or have available a copy of this directive; and
 - (c) Ensuring that incarcerated individuals and correctional supervisors are informed of the AITS rules and requirements, and the AITS telephone-calling rate.

B. AITS – General. To meet the responsibilities under §.05A of this directive, a managing official or a designee shall develop procedures consistent with this directive necessary to address local issues as follows:

- (1) Establish a calling schedule for incarcerated individual use of the AITS;
- (2) Ensure the call schedule does not exceed the operational timeframe of 7 hours per 24 hours a day;
- (3) Except for §.05B(4), [§.05C\(1\)](#), and [§.05I](#) of this directive, establish a maximum length for an incarcerated individual telephone calls on the AITS that does not exceed 30 minutes;
- (4) Approve an AITS telephone call that exceeds 30 minutes if the call is related to an incarcerated individual’s special program activities;

- (5) Require that incarcerated individual use of the AITS does not interfere with correctional facility operations, incarcerated individual programs, incarcerated individual work assignments, or other facility activities;
- (6) Except for §.05B(7) of this directive and consistent with facility safety and security, provide an incarcerated individual assigned to protective custody status, administrative segregation status pending an adjustment hearing, and administrative segregation the same access to AITS as an incarcerated individual assigned to general population;
- (7) Prohibit the use of the AITS by an incarcerated individual on disciplinary segregation status;
- (8) Inform each incarcerated individual that an incarcerated individual's use of the AITS is a privilege that may be withdrawn or limited for administrative or disciplinary sanctions;
- (9) Require that reasonable accommodations are made for an incarcerated individual with a disability when locating AITS equipment in the facility; and
- (10) In accordance with provisions under [§.05H](#) of this directive, provide access to a TDD for an incarcerated individual determined by the medical contractor to have a hearing or speech disability and unable to use the AITS as a result of that disability.

C. Incarcerated Individual Telephone Privileges.

- (1) At minimum, an incarcerated individual may place a ten-minute call using the AITS within 72 hours of initial intake or recommitment as a parole violator.
- (2) An intake officer shall:
 - (a) Issue the *Vendor's AITS Request to Use form* (Appendix A) to an incarcerated individual who is requesting to set up a AITS call list after the facility's call list change period has expired; and
 - (b) Submit the form to the vendor within 48 hours of submission from the incarcerated individual.
- (3) At intake or recommitment as a parole violator, the intake officer, when setting up an AITS account, shall ensure the incarcerated individual:
 - (a) Signs the *AITS Policy and Procedures Disclosure form* (Appendix B) acknowledging the incarcerated individual has reviewed and understands the AITS policies and procedures;
 - (b) Reviews the *Vendor's Incarcerated Individual V-Pin & Private Code Registration Instructions* (Appendix C), *Auto Enrollment IVR IP Instructions* (Appendix D), and *Call List Informational sheet* (Appendix E);
 - (c) Records the incarcerated individual's full first and last name as the incarcerated individual's V-PIN in the AITS; and
 - (d) Establishes a private, four digit IPIN.

- (4) In accordance with other division specific intake policies, at the time an incarcerated individual is admitted to a Department intake facility:
 - (a) The incarcerated individual shall be permitted a free telephone call to inform an attorney, bondsman, or family member of the incarcerated individual's location and to solicit assistance in securing release; and
 - (b) Facility staff shall maintain records documenting an incarcerated individual's telephone access for intake calls.
- (5) Incarcerated individual telephone calls made under §.05C(4)(a) of this directive may not be recorded.
- (6) Call List.
 - (a) An incarcerated individual's call list is limited to ten (10) telephone numbers and is created automatically based on the first ten unique numbers that the incarcerated individual calls.
 - (b) Telephone numbers that are blocked or are otherwise incapable of receiving calls from the AITS shall not be added to the incarcerated individual's call list.
 - (c) An incarcerated individual may change the telephone numbers on the incarcerated individual's call list during the authorized change period that occurs:
 - (i) Every 90 days for an incarcerated individual committed to the custody of the Commissioner of Correction;
 - (ii) Every 90 days for an incarcerated individual confined at the Patuxent Institution; and
 - (iii) Every 30 days for an incarcerated individual committed to the custody of the Commissioner of Pretrial Detention and Services.
 - (d) An incarcerated individual's authorized call list may not include the following:
 - (i) The telephone number for the incarcerated individual's attorney or law firm, unless authorized as stated in §.05I(6) of this directive;
 - (ii) The telephone number for the Department's PREA hotline, which is free and available at any time; or
 - (iii) Any telephone number for the telephone numbers identified in §.05D of this directive.

D. Incarcerated Individual Telephone Prohibitions.

- (1) An incarcerated individual may not:
 - (a) Call any Department employee unless there is a written request from the employee that has been approved by both the incarcerated individual's managing official and the employee's managing official.

- (b) Call a judge, criminal justice official, prosecutor, or court administrator without prior written approval from the incarcerated individual's managing official, or a designee;
- (c) Call a victim of the crime for which the incarcerated individual has been convicted or for which charges are pending without prior written authorization from the victim and approval from the managing official of the facility where the incarcerated individual is confined, or a designee;
- (d) Call a member of the general public who has made a written request to the incarcerated individual's managing official, or a designee, to have a telephone number blocked;
- (e) Call a toll-free number;
- (f) Call an emergency services number, such as 9-1-1;
- (g) Call a local, state, or federal correctional facility;
- (h) Initiate or participate in a three-way call or call forwarding;
- (i) Call using more than one long distance carrier;
- (j) Call a VoIP telephone number;
- (k) Except for an emergency telephone call, call a telephone number that is not on the incarcerated individual's approved call list;
- (l) Except under provisions for an emergency telephone call, use a telephone not specifically designated for incarcerated individual use;
- (m) Loan, sell, or share the incarcerated individual's IPIN with another incarcerated individual;
- (n) Borrow, steal, or use another incarcerated individual's IPIN; or
- (o) Use the telephone system for criminal, illegal, or other unauthorized purposes.

E. Reporting AITS Technical Problems.

- (1) If an incarcerated individual experiences a technical problem using the AITS system, the incarcerated individual shall complete the Vendor's AITS System Discrepancy form (Appendix F) to report the problem.
- (2) The managing official's designee shall submit the incarcerated individual's completed Discrepancy Form to the Vendor for resolution.

F. Payment for Use of the AITS.

- (1) An incarcerated individual may pay for an AITS call by:
 - (a) Making a collect, debit, or pre-paid call using the AITS; or

- (b) Purchasing telephone call time from the commissary at the current rate.
- (2) An incarcerated individual's family or friends may go online to pay for the incarcerated individual's AITS calls by setting up an advance payment account or Offender Phone Debit account (PINDebit) with the AITS Vendor.

G. Incarcerated Individual Emergency Telephone Call.

- (1) In the event of an emergency, the managing official, or a designee, shall provide an incarcerated individual with access to and use of a non-AITS telephone if:
 - (a) Use of the AITS is not appropriate based on the nature of call (e.g. private, confidential, sensitive — such as a death in the family);
 - (b) Use of the AITS is not possible because the incarcerated individual is unable to change or add a number on the incarcerated individual's authorized call list;
 - (c) Use of the AITS is not possible because the approved number to be called is a toll-free number or government agency;
 - (d) The requested call is to the incarcerated individual's attorney when an established deadline for a legal matter cannot be met unless immediate telephone contact is permitted; or
 - (e) Other extraordinary or unusual circumstances exist as determined by the managing official, or a designee.
- (2) If an incarcerated individual is permitted to make a phone call in accordance with the procedures established in §.05G(1):
 - (a) Before making the call, the incarcerated individual shall sign a voucher authorizing a deduction from the incarcerated individual's account for the cost of making the emergency telephone call; or
 - (b) If the incarcerated individual does not have sufficient funds in the incarcerated individual's account to cover the cost of the emergency telephone call, the correctional facility shall assume the cost of the call.

H. Telecommunications Device for the Deaf (TDD).

- (1) Each correctional facility that houses an incarcerated individual who is certified by the Department's medical contractor as having a hearing or speech disability shall have at least one TDD and second portable TDD available in the event the primary TDD is not functioning.
- (2) A TDD available for use under this directive shall be capable of accessing a public relay service for the incarcerated individual with a hearing or speech disability.
- (3) An incarcerated individual authorized to use a public relay service may not be charged a fee for the use of the service.

- (4) Video-telephone (VRS or VIS), portable or otherwise, shall be available at each correctional facility that houses an incarcerated individual certified by the Department's medical contractor as having a hearing or speech disability and uses sign language or is otherwise unable to communicate using a TDD.
- (5) The time limit for an incarcerated individual to communicate using a TDD shall be at least two times the maximum limit established by the correctional facility for an incarcerated individual using the AITS.
- (6) A correctional facility equipped with a TDD shall have staff available who are appropriately trained in the use of the available TDD equipment.
- (7) To the degree possible, issues concerning malfunctioning TDD equipment shall be resolved by the facility's ADA Coordinator or designee within one week of the time the problem is made known, in writing, to facility staff.

I. Security — Recording and Monitoring Incarcerated Individual Telephone Calls.

- (1) AITS — System Security. Any abuse of the AITS by an incarcerated individual, including circumventing or attempting to circumvent the security features and functions, may result in criminal prosecution, disciplinary action, and suspension of the privilege of using the AITS.
- (2) AITS — System Security. Any abuse of the AITS by a recipient or intended recipient of an incarcerated individual's phone call, including circumventing or attempting to circumvent the security features and functions, may result in suspension of the recipient's access to receive phone calls through the AITS.
- (3) Except under §.05I(4) of this directive, an incarcerated individual's telephone calls are subject to interception, recording, monitoring, and disclosure.
- (4) The Department shall establish a recording block to prevent the recording or monitoring of an incarcerated individual's call to:
 - (a) The incarcerated individual's attorney of record;
 - (b) The PREA hotline; and
 - (c) Another hotline designed to maintain the incarcerated individual's anonymity.
- (5) The Analytical Chief of the Intelligence and Investigative Division (IID) shall determine whether a Department employee, who is not part of the IID is granted, upon request, access to the AITS for incarcerated individual telephone monitoring.
- (6) Requests made by external law enforcement to access the AITS shall be submitted to the Analytical Chief of the Intelligence Unit or Department AITS Administrator for approval.
- (7) The Analytical and Technical Unit - IID shall:

- (a) Verify an attorney's business telephone number and attorney-client relationship to determine if the attorney is an attorney of record or if the law student is actively under a law school apprenticeship;
 - (b) Upon verification add the telephone number of an attorney of record on the AITS; and
 - (c) If unable to verify the attorney, notify the incarcerated individual.
- (8) The home telephone of an attorney of record may not be called unless the attorney's office telephone number and home telephone number are the same.
- (9) An attorney's cell phone number shall be added to the AITS if the attorney has only a cell phone for client contact (or for business purposes).
- (10) If an attorney has a business phone and a cell phone, the attorney's cell phone number may be added to the AITS only temporarily in emergency situations with the approval of the managing official and IID.
- (11) A managing official, or a designee, shall:
- (a) Place a notice at each AITS telephone that notifies the user of the provisions of [§.05I\(1\)](#) of this directive; and
 - (b) Before a conversation begins, require that the individual receiving an outgoing AITS call:
 - (i) Is notified that the call is from a correctional facility;
 - (ii) Is notified that the conversation is subject to the provisions under [§.05I\(2\)](#) and [\(3\)](#) of this directive; and
 - (iii) Agrees to take the call by verbally acknowledging receipt of the notifications and conditions of the call under §§.05I(2) and (11)(b)(i) and (ii) of this directive.
- (12) A managing official, or a designee, may require repeated announcements under §§.05I(9)(b)(i) and (ii) of this directive during an AITS call.
- (13) A managing official, or a designee, shall:
- (a) Require that all AITS telephones are connected to the system's recording and monitoring equipment;
 - (b) Provide a secure area suitable for the AITS recording and monitoring equipment;
 - (c) Implement procedures to prevent the AITS recording and monitoring equipment from being turned off while the AITS is in use; and
 - (d) Require that the AITS be programmed to establish a recording block for an incarcerated individual telephone call as stated in [§.05I\(3\)](#) of this directive.

J. AITS Call Records. The Chief of the Analytical and Technical Unit is the Department's official custodian of incarcerated individual telephone call records and call logs.

- (1) Incarcerated individual call records and call logs may be disclosed only upon receipt of a valid subpoena or other court order, or as required by law.
- (2) An incarcerated individual may request, through a managing official, a digital copy of the incarcerated individual's telephone call records or call logs.

K. Restricting AITS Privileges.

- (1) If an incarcerated individual violates the provisions of this directive, staff may take appropriate action to include:
 - (a) The blocking of a number;
 - (b) The suspension of an incarcerated individual's AITS privileges in accordance with this section; or
 - (c) Suspension of visits for the recipient or intended recipient of a call who has circumvented the security features and functions of the AITS.
- (2) Notification of AITS Privileges Being Suspended.
 - (a) The managing official or designee shall prepare a written report of the decision to suspend or limit AITS privileges that shall include:
 - (i) A summary of the evidence;
 - (ii) The decision;
 - (iii) The reason for the decision;
 - (iv) The facts upon which the decision is based;
 - (v) For a decision to suspend AITS privileges, the start date and end date of the suspension; and
 - (vi) The date of the decision.
 - (b) Staff shall serve the incarcerated individual with a copy of the managing official's decision within 2 business of the date of the decision.
 - (c) An incarcerated individual may file a complaint for an informal resolution or a formal resolution under the Administrative Remedy Procedure as established in [COMAR 12.02.28](#).

- L. Depending on the severity of the violations of this directive, the incarcerated individual may also be subject to the provisions established under the Incarcerated Individual Disciplinary Process - [COMAR.12.03.01.](#)

.06 Appendix.

- A. AITS Request Form - OPS Form # 200-02aR
- B. AITS Policy and Procedure Disclosure Form - OPS Form # 200-02bR
- C. ViaPath Official Notice – Auto Enrollment IVR Incarcerated Individual Instructions – Maryland DPSCS
- D. ViaPath IP V-Pin & Private Code Registration Instructions
- E. ViaPath Call List Informational Sheet – Using the Phone System
- F. ViaPath Discrepancy Form

.07 History.

- A. This directive supersedes OPS.200.0002 – Inmate Telephone Systems and Use, dated August 24, 2015.
- B. OPS.200.0002 - Inmate Telephone System, dated August 24, 2015 superseded DPSCS.200.0002, dated October 6, 2009.
- C. DPSCS.200.0002 dated October 6, 2009 replaced Secretary's Directive SSD 02-2005 by renumbering the directive to conform to newly adopted policy standards.
- D. SDD 02-2005 dated March 1, 2005, updated existing policy by adjusting the time limit for an allowable inmate telephone to 30 minutes per call with the mandatory 45 minute waiting period between calls; and modified sample forms.
- E. This directive supersedes provisions of any other prior existing Department or unit communication with which it may be in conflict.

.08 Distribution.

- A
- L
- S – AITS Administrator, Staff responsible for the AITS at the correctional facility

New Intake—ATIS Request Form

This form is used during the incarcerated individual (IP) intake process for enrollment in the ATIS system if the Facility's Approved Call List change period has expired.

Correctional Facility: _____

NAME: _____ **SID#:** _____ **DATE:** _____ **HOUSING UNIT:** _____

Instructions: All fields must be completed and all information must be printed clearly. If the form is incomplete or unreadable then the information will not be processed.

Telephone Numbers to be Added to Call List							
#	AREA CODE	TELEPHONE NUMBER (7 DIGITS)	Relationship	#	AREA CODE	TELEPHONE NUMBER (7 DIGITS)	Relationship
1				9			
2				10			
4							
5							
6							
7							
8				Maximum Telephone Numbers Allowed			

Telephone Numbers to be Deleted from Call List							
#	AREA CODE	TELEPHONE NUMBER (7 DIGITS)	Relationship	#	AREA CODE	TELEPHONE NUMBER (7 DIGITS)	Relationship
1				9			
2				10			
3				11			
4				12			
5				13			
6				14			
7				15			
8				Maximum Telephone Numbers Allowed			

YOUR SIGNATURE IS REQUIRED

INCARCERATED INDIVIDUAL SIGNATURE (Required)

DATE REC'D

DATA ENTRY DATE

Automated Incarcerated Individual Telephone System (AITS) Disclosure

Incarcerated individuals within the Maryland Department of Public Safety and Correctional Services (Department) are granted the privilege of utilizing the incarcerated individual calling system within Department correctional facilities. All phone calls are subject to recording and monitoring, with the exception of calls placed to one's attorney, the Prison Rape Elimination Act (PREA), or other hotline specifying caller anonymity.

Incarcerated Individual Phone Resets:

- Incarcerated individuals are allowed up to 10 telephone numbers on their phone list, which is automatically created during the enrollment period for each facility.
- An incarcerated individual's phone list (10 phone numbers) consists of the first 10 unique phone numbers that are called (which are not blocked and able to receive calls from the incarcerated individual platform) will be automatically added to the phone list.
- Incarcerated individuals will have the ability to change their phone list during the change period for the Department facility in which they are currently housed. The Division of Correction facilities change period occurs every 90 days. The Division of Pretrial and Detention Services facilities change period occurs every 30 days.

Incarcerated Individual Phone Prohibitions – An incarcerated individual may not:

- Call any Department employee unless there is a written request from the employee that has been approved by both the incarcerated individual's managing official, or a designee, and the employee's managing official, or appointing authority if not employed in a correctional facility, or a designee;
- Call a judge, criminal justice official, prosecutor or court administrator without prior written approval by the incarcerated individual's managing official, or a designee;
- Call a victim of the crime for which the incarcerated individual has been convicted or for which charges are outstanding without prior written authorization from the victim and approval by the incarcerated individual's managing official, or a designee;
- Call a member of the general public who has made a written request to the incarcerated individual's managing official, or a designee, to have a telephone number blocked;
- Call a toll-free number;
- Call an emergency services number, such as 9-1-1;
- Call a local, state, or federal correctional facility;
- Initiate or participate in a three-way call or call forwarding;
- Call using more than one long distance carrier;
- Call a Voice over Internet Protocol (VoIP) phone number;
- Except for an emergency telephone call, call a telephone number that is not on the incarcerated individual's approved call list;
- Except under provisions for an emergency telephone call, use any telephone not specifically designated for incarcerated individual use;
- Loan, sell, or share the incarcerated individual's private 4-digit code (IPIN) with another incarcerated individual;

- Borrow, steal, or use another incarcerated individual's IPIN; or
- Use the incarcerated individual calling system for criminal, illegal, or other unauthorized purposes.

Violation of any of the *Incarcerated Individual Phone Prohibitions* may result in the incarcerated individual's telephone privileges being temporarily or permanently suspended.

I _____, SID # _____, acknowledge that I have received, read, and understand the above information.

Date: _____



OFFICIAL NOTICE

Auto Enrollment IVR Instructions

The Auto enrollment IVR allows you to review, remove, and add phone numbers in your allowed number list during the change period at the facility.

Notice: The Auto Enrollment IVR will only be available during an official change period. The number of phone numbers you can add during the change period is determined by the facility.

1. Pick up the telephone handset and Press 1 for English, Press 2 for Spanish.
2. To auto enroll your allowed number list, dial 114.
3. Enter your SID number.
4. State your name when prompted.
5. Enter your 4-digit private code.
6. Main Menu:
 - To review and listen to the entire list of your allowed numbers, press 1.
 - The system will play each phone number in your allowed number list.
 - Press any digit to go back to main menu.
 - To remove numbers from your allowed list, press 2.
 - Enter the 10-digit phone number you want to remove (area code+ phone number). For international numbers, press 011, country code, city code, and then the number.
 - The system will repeat the number to be removed, press 1 if the number is correct. Press 2 to re-enter the number.
 - To add numbers to your allowed list, press 3.
 - The system will identify how many allowed numbers may be added during the change period.
 - Enter the 10-digit telephone number to be added (area code+ phone number), then press the pound key. For international numbers, press 011, country code, city code, then number. Please press the pound key when finished.
 - The system will repeat the number to be added, press 1 if the number is correct. Press 2 to re-enter the number.



PHONE V-PIN & PRIVATE CODE REGISTRATION INSTRUCTIONS

Pick up the handset and follow the below steps to register for VPIN and establish your 4-digit private code:

1. Dial 1 for English or 2 for Spanish
2. Dial the number 111 to begin registration
3. Enter your 7-digit SID number
4. Say your first and last name
 - Speak directly into the phone
 - Speak in a clear and natural voice
 - You will have 2.5 seconds to say your name
5. Please confirm your first and last name by restating them after the tone
 - Speak directly into the phone
 - Speak in a clear and natural voice
 - You will have 2.5 seconds to say your name
6. If your VPIN registration is successful, your name will be repeated back to you
 - If you get a message that your voice did not match, do not hang up. You will be asked to restate your name up to 3 times
 - If you did not successfully register after your 3rd attempt, you will hear, "Your voice or name did not match. Please try your call again. Good bye." The system will hang up.
7. You will be prompted to register your secure 4-digit private code. Enter your 4-digit code on the telephone keypad
 - You will need to remember this code when making future calls!
 - Please don't share this code with anyone
8. You will hear "You entered (your private code). Press 1 to confirm. Otherwise, press 2.
 - You will hear "Your 4-digit code is registered"
 - If your code becomes compromised, please dial 112 to reset.

DIALING INSTRUCTIONS

1. Pick up phone. For English press 1, for Spanish press 2.
2. For a collect call press 0
3. To make a debit call press 1
4. Enter the 10-digit phone number you are attempting to call
5. Enter your 7-digit SID number
6. Say your first and last name
7. Enter your 4-digit private code



OFFICIAL NOTICE

USING THE PHONE SYSTEM

Phone List

You can only place calls to telephone numbers on your phone list. Please read and understand the following information:

- You may have up to ten (10) telephone numbers on your phone list.
- You will have the ability to change your phone list during a change period, occurring every 90 days (or every 30 days in Baltimore and DRCF facilities).
- Follow the Auto Enrollment IVR instructions during your change period to update your phone list.
- Maryland attorney telephone numbers are in the Viapath telephone database, and will not be added to telephone lists. Calls will continue to all in-state attorney number. It is your responsibility to identify all out-of-state attorneys you may be calling, and notify the appropriate DOC staff.

All requests or complaints need to be submitted to Viapath via the Phone Discrepancy Form.



Maryland Department of Public Safety & Correctional Services
II Telephone System Discrepancy Form

Appendix F – OPS.200.0002

PLEASE PRINT CLEARLY

Name: _____ Date: _____

SID # (7 digits): _____

Facility Name: _____ Housing Location: _____

Calling Problems – check only one per form that apply:

- | | |
|--|---|
| <input type="checkbox"/> Incorrect / Invalid PIN Number | <input type="checkbox"/> Incorrect / Invalid SID Number |
| <input type="checkbox"/> Voice does not match | <input type="checkbox"/> Called party cannot accept call |
| <input type="checkbox"/> Call was not accepted | <input type="checkbox"/> Cannot complete call |
| <input type="checkbox"/> Call was dropped / disconnected | <input type="checkbox"/> Insufficient / Invalid Debit Funds |
| <input type="checkbox"/> Other (please describe): _____ | |

Number(s) Dialed:

Date/Time of Call(s):

Circle a calling option that applies: **DEBIT** or **COLLECT**

Technical Problems – check only one per form that apply:

- | | |
|--|--|
| <input type="checkbox"/> No Voice Prompts / Dial tone | <input type="checkbox"/> Conversation sounds garbled |
| <input type="checkbox"/> Noise on line | <input type="checkbox"/> Wires exposed |
| <input type="checkbox"/> Broken Handset | <input type="checkbox"/> Call volume too low |
| <input type="checkbox"/> Broken Keypad / Sticking Keys | |

☐ Other (describe): _____

Specific location of phone: _____

Please use the space below to provide any additional information or details:

DO NOT WRITE BELOW - System Administrator Use Only

Comments:

Received Date: _____

Reply Date: _____