

Executive Directive



Stephen T. Moyer
Secretary

Title: Inmate Telephone System	Executive Directive Number: OPS.200.0002 Revised
Related MD Statute/Regulations: Correctional Services Article, §2-103; and State Government Article, §§10-611 – 10-628, Annotated Code of Maryland	Supersedes: Secretary's Department Directive OPS.200.0002 dated 07/31/05
Related ACA Standards: 2-CO-5D-01; 4-ALDF-5B-11 & 12; 4-4429, 4-4497, and 404497-1.	Responsible Authority: Executive Director – Field Support Services
Related MCCS Standards: N/A	Effective Date: August 31, 2015 Number of Pages: 9

Wendell M. France
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.01 Purpose.

This directive continues an inmate telephone system within Department of Public Safety and Correctional Services (Department) correctional facilities and establishes policy and procedures for use of that telephone system.

.02 Scope.

This directive applies to all employees at a Department correctional facility and the inmates housed at those facilities.

.03 Policy.

- A. The Department shall provide restricted telephone service for inmates housed in correctional facilities.
- B. The Department shall develop and maintain procedures and safeguards for use of the inmate telephone system to preclude using the system for criminal purposes or other prohibited acts.

.04 Definitions.

- A. In this directive, the following terms have the meanings indicated.
- B. Terms Defined.
 - (1) “Account Representative” means the AITS vendor’s manager who administers the inmate telephone contract with the Department.
 - (2) “Attorney” means an individual who is properly licensed to practice law in a state or federal jurisdiction.

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- (3) “Automated Inmate 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 inmate telephone calls.
- (4) “Call list” An approved list of telephone numbers that may called by an inmate.
- (5) Correctional Facility.
 - (a) “Correctional facility” means a single structure or multiple structures at a single location used to house individuals in the custody of or detained by the Department as is defined in Correctional Services Article, §1-101, Annotated Code of Maryland.
 - (b) “Correctional facility” includes a detention and pretrial facility.
- (6) Emergency Telephone Call.
 - (a) “Emergency telephone call” means a telephone call made by an inmate 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 or a court; and
 - (ii) Matters that may be handled by mail.
- (7) “Family” means an inmate’s spouse, parent, grandparent, sibling, child, grandchild, an individual with whom the inmate has lived as a family, and these relationships established by adoption.
- (8) “Hot line” means a dedicated telephone number that an inmate may use to report problems such as those encountered with the AITS, concerns regarding the Prison Rape Elimination Act (PREA), and other complaints.
- (9) Inmate.
 - (a) “Inmate” means an individual physically confined in a Department correctional facility.
 - (b) “Inmate” includes individuals referred to as a resident or detainee.
- (10) “Inmate Personal Identification Number (IPIN)” means the unique number assigned to an inmate that enables the inmate to access the AITS.
- (11) “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.

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- (12) “Recording Block” means an electronic barrier that prevents recording and monitoring of an inmate telephone call.
- (13) “Secretary” means the Secretary of Public Safety and Correctional Services.
- (14) “Telecommunications Device for the Deaf (TDD)” means a teleprinter, teletypewriter” (TTY), an electronic device for text communication over a telephone line, that is designed for use by an individual with a hearing or speech disability.
- (15) “Telephone administrator” means the individual employed by the contractor selected to provide support services related to the AITS equipment at a correctional facility.
- (16) “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.
- (17) “Video Relay Service (VRS)” or “Video Interpreting Service (VIS) means a video telecommunication service that allows an individual with a hearing or speech disability 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.
- (18) “Voice over Internet Protocol (VoIP)” is a technology for communicating using "IP network" instead of traditional analog systems.
- (19) “V-PIN” means a voice pin, which is a unique voice print based on a recording of an inmate’s first and last name that is required to be used each time the inmate uses the AITS, except for individuals using the TTY.

.05 Responsibility/Procedures.

A. Managing Official. A managing official, or a designee, is responsible for:

- (1) Implementing and administering the AITS within the managing official’s correctional facility; and
- (2) Ensuring that all employees at the managing official’s correctional facility responsible for duties related to the use of the AITS receive or have available a copy of this directive.

B. AITS – General. To meet the responsibilities under §.05A of this directive, a managing official, or a designee, shall:

- (1) Establish a calling schedule for the AITS at the managing official’s correctional facility;
- (2) Except for §§.05B(4), C(1), and I of this directive, establish a maximum length for an inmate telephone call on the AITS that does not exceed 30 minutes;
- (3) Establish a mandatory waiting period of not less than 45 minutes between calls on the AITS made by the same inmate;
- (4) Approve an AITS telephone call that exceeds 30 minutes if the call is related to an inmate’s special program activities;

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- (5) Require that inmate use of the AITS does not interfere with correctional facility operations, inmate programs, inmate work assignments, or other facility activities;
- (6) Except for §.05B(7) of this directive and consistent with facility safety and security, provide an inmate on protective custody status or administrative segregation status the same access to the AITS as an inmate in the general population;
- (7) Prohibit the use of the AITS by an inmate on administrative segregation status pending an adjustment hearing or disciplinary segregation status;
- (8) Inform each inmate that an inmate'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 inmate with a disability when locating AITS equipment in the facility;
- (10) In accordance with provisions under §.05I of this directive, provide access to a Telecommunications Device for the Deaf (TDD) for an inmate determined by the medical contractor to have a hearing or speech disability and unable to use the AITS as a result of that disability; and
- (11) Develop procedures and forms, consistent with this directive, necessary to address local issues.

C. Inmate Telephone Privileges.

- (1) An inmate may place a ten-minute call using the AITS within 72 hours of initial intake or recommitment as a parole violator.
- (2) At intake or recommitment as a parole violator when setting up an AITS account, the managing official, or a designee, shall ensure the inmate:
 - (a) Signs an AITS Policy and Procedures Disclosure (attached) acknowledging the inmate reviewed and understands the AITS policies and procedures;
 - (b) Reviews the Call List procedures;
 - (c) Records the inmate's full first and last name as the inmate's V-PIN; and
 - (d) Establishes a 4 digit private IPIN code.
- (3) At the time an inmate is admitted to a pretrial facility:
 - (a) The inmate shall be permitted access to a free telephone to inform parties such as an attorney, bondsman, or family of the inmate's location and to solicit assistance in securing release.
 - (b) Facility staff shall maintain records documenting a pretrial inmate's telephone access for initial calls.
 - (c) Inmate telephone calls made under §.05C(3)(a) of this directive may not be recorded.

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(4) Call List.

- (a) An inmate's call list does not include:
 - (i) The inmate's attorney's numbers or the law firm where the attorney is employed;
 - (ii) PREA related calls; or
 - (iii) Hot line calls.
- (b) The list is limited to ten telephone numbers and is created automatically based on the first ten unique numbers that the inmate calls that are not blocked and otherwise capable of receiving calls from the AITS.
- (c) An inmate has the ability to change the inmate's call list during a change period, occurring every 90 days (see attachments).

D. Inmate Telephone Prohibitions.

- (1) An inmate may not:
 - (a) Call any Department employee unless there is a written request from the employee that has been approved by both the inmate's managing official, or a designee, and the employee's managing official, or a designee, or the employee's appointing authority if employed in a con-correctional unit;
 - (b) Call a judge, criminal justice official, prosecutor or court administrator without prior written approval by the inmate's managing official, or a designee;
 - (c) Call a victim of the crime for which the inmate has been convicted or for which charges are outstanding without prior written authorization from the victim and approval by the inmate's managing official, or a designee;
 - (d) Call a member of the general public who has made a written request to the inmate'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 inmate's approved call list;

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- (l) Except under provisions for an emergency telephone call, use a telephone not specifically designated for inmate use;
 - (m) Loan, sell, or share the inmate's IPIN with another inmate,
 - (n) Borrow, steal, or use another inmate's IPIN; or
 - (o) Use the AITS for criminal, illegal, or other unauthorized purposes.
- (2) If a managing official, or a designee, has a reasonable belief that an inmate is calling a telephone number in violation of Department policy or procedure, the managing official, or a designee:
- (a) Shall block that number from use by the inmate; and
 - (b) Based on the level of the violation, may temporarily or permanently block the inmate from making telephone calls.
- E. Inmate Requests to make an AITS Telephone Call. A managing official, or a designee, shall develop and distribute an AITS Request to Use document (sample attached) and develop related procedures for an inmate to request to make an AITS telephone call at the correctional, facility.
- F. Reporting AITS Technical Problems. A managing official, or a designee, shall develop and distribute an AITS System Problem Reporting document (sample attached) and develop related procedures for an inmate to use to report technical problems the inmate may experience with AITS equipment or service.
- G. Payment for Use of the AITS.
- (1) An inmate 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 inmate's family or friends may pay for the inmate's AITS calls by setting up an advance payment account with the AITS provider (according to instructions included in the managing official's instructions for using the AITS Request to Use/System Problem Reporting document.
- H. Inmate Emergency Telephone Call.
- (1) The managing official, or a designee, shall provide an inmate, regardless of status, with non-AITS telephone use in the event of an emergency if use of the AITS would not be appropriate, such as the number called is not compatible the AITS.
 - (2) Except for the provisions under §.05H(3) of this directive, an inmate making an emergency telephone call shall:
 - (a) Make the emergency call collect;
 - (b) Make the emergency call using a commercial pre-paid telephone card; or

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- (c) Pay for the emergency call using a non-AITS telephone as provided under §.05G(1) of this directive.
- (3) If an inmate cannot make a collect or pre-paid emergency telephone call:
 - (a) Before making the call, the inmate shall sign a voucher authorizing a deduction from the inmate's account for the cost of making the emergency telephone call; or
 - (b) If the inmate does not have sufficient funds in the inmate's account to cover the cost of the emergency telephone call, the correctional facility shall assume the cost of the call.
- (4) A managing official, or a designee, may authorize an inmate to use a correctional facility's non-AITS telephone under provisions for an emergency telephone call under §§.05H(2) or (3) of this directive:
 - (a) To contact the inmate's attorney when an established deadline for a legal matter cannot be met unless immediate telephone contact is permitted; or
 - (b) Under other extraordinary or unusual circumstances as determined by the inmate's managing official, or a designee.

I. TDD.

- (1) Each correctional facility housing an individual certified by the Department's medical contractor as having a hearing or speech disability shall have available at least one TDD and one portable TDD 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 individual with a hearing or speech disability.
- (3) An inmate authorized to use a public relay service may not be charged a fee for the use of the service.
- (4) Videophones, portable or otherwise, shall be available at each correctional facility housing an 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 inmate to communicate using a TDD shall be at least two times the maximum limit established for an 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 within one week of the time the problem is made known, in writing, to facility staff.

J. Security — Recording and Monitoring Inmate Telephone Calls.

- (1) AITS — System Security. Any abuse by an inmate of the AITS, including circumventing or attempting to circumvent the security features and functions, shall result in criminal prosecution,

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inmate disciplinary action, and temporary or permanent withdrawal of the privilege of using the AITS.

- (2) Except under §.05J(3) of this directive, an inmate's telephone calls are subject to interception, recording, monitoring, and disclosure.
- (3) A recording block shall be established to prevent the Department from recording and monitoring an inmate telephone call to the inmate's attorney, made related to PREA, and to a hot line specified to offer caller anonymity.
 - (a) An attorney's home telephone may not be called unless the attorney's office of record and residence are the same.
 - (b) An attorney's telephone number is subject to verification, including the existence of a valid attorney-client relationship.
- (4) A managing official, or a designee, shall:
 - (a) Place a notice at each AITS telephone that notifies the user of the provisions of §.05J(1) of this directive;
 - (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 §.05J(2) of this directive; and
 - (iii) Agrees to take the call by verbally acknowledging receipt of the notifications and conditions of the call under §§.05J(2) and (4)(b)(i) and (ii) of this directive.
- (5) A managing official, or a designee, may require repeated announcements under §§.05J(4)(b)(i) and (ii) of this directive during an AITS call;
- (6) 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 inmate telephone call:
 - (i) To the inmate's attorney;
 - (ii) Made related to PREA; or

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(iii) To a hot line specified to offer caller anonymity.

K. Suspending Inmate AITS Privileges. A managing official, or a designee, may suspend all or a portion of an inmate's AITS privileges for:

- (1) Security reasons;
- (2) Non-compliance with procedures contained in or authorized by this directive; or
- (3) Provisions under the inmate disciplinary process.

.06 Attachment(s).

- A. AITS Policy and Procedures Disclosure
- B. Sample – Request to Use ATIS
- C. Sample — ATIS System Problem Reporting
- D. GTL Official Notice – Auto Enrollment IVR Inmate Instructions – Maryland DPSCS
- E. GTL Notice to Prisoner – Using the Phone System

.07 History.

- A. This directive supersedes DPSCS.200.0002 (formerly SDD 02-2005), dated 03/01/05 by updating the time for an allowable inmate telephone call time limit to 30 minutes per call with the mandatory 45 minute waiting period between calls and modification of sample forms.
- B. This directive supersedes provisions of any other prior existing Department or unit communication with which it may be in conflict.

.08 Correctional Facility Distribution Code.

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

Automated Inmate Telephone System (AITS) Disclosure

Inmates within the Maryland Department of Public Safety and Correctional Services (Department) are granted the privilege of utilizing the inmate 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.

Inmate Phone Resets:

- Inmates are allowed up to 10 telephone numbers on their phone list, which is automatically created during the enrollment period for each institution.
- An inmate'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 inmate platform) will be automatically added to the phone list.
- Inmates will have the ability to change their phone list during the change period for the Department facility in which they are currently housed, which occurs every 90 days. Inmates housed at BCDC, BCBIC/JI, MRDCC, and/or CDF, will have the ability to change their phone list every 30 days.

Inmate Phone Prohibitions – An inmate may not:

- Call any Department employee unless there is a written request from the employee that has been approved by both the inmate'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 inmate's managing official, or a designee;
- Call a victim of the crime for which the inmate has been convicted or for which charges are outstanding without prior written authorization from the victim and approval by the inmate's managing official, or a designee;
- Call a member of the general public who has made a written request to the inmate'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 inmate's approved call list;
- Except under provisions for an emergency telephone call, use any telephone not specifically designated for inmate use;
- Loan, sell or share the inmate's private 4 digit code (IPIN) with another inmate,
- Borrow, steal or use another inmate's IPIN; or
- Use the inmate calling system for criminal, illegal or other unauthorized purposes.

Violation of any of the *Inmate Phone Prohibitions* may result in the inmate's telephone privileges being temporarily or permanently suspended.

I _____, SID # _____, acknowledge that I have received and read the Inmate Phone Policy.

Date: _____

Sample
Automated Inmate Telephone System (AITS)
Request to Use AITS

Department of Public Safety and Correctional Services
(Agency Name)

An inmate requesting to use the ATIS for a non-emergency telephone call or to report problem with the AITS shall use this form. Please PRINT the requested information on the form and submit the form to WHO.

Date Submitted: _____

Facility Name: _____

• Inmate Name: _____

Housing Assignment: _____

Inmate IPIN Number: _____

Request to Use ATIS

Telephone Number to be Called: _____

Date requested to make call: _____

Time requested to make call: _____

Nature of Call:

_____ Attorney

_____ Personal

Supervisor Use.

If call was made:

Date call was made: _____

Time call was made: _____

Recorded: Yes/No: Reason: _____

If call was not made:

Reason:

_____ Not on call list

Other: _____

Supervisor

Telephone Service Administrator

Date received: _____

Supervisor's Comments: _____

Supervisor's Printed Name & Signature:

Date received: _____

Service Ticket No.: _____

Date of Service Call: _____

Date problem corrected: _____

Service Representative Comments: _____

Service Administrator's Name & Initials: _____

Completed form filed in the inmate's base file.

Sample

Automated Inmate Telephone System (AITS)

Request to Use AITS

Instructions

PROVIDED BY THE FACILITY MANAGING OFFICIAL

An inmate's family or friends may pay for the inmate's AITS calls by setting up an advance payment account with the AITS provider by:

- (1) On-line access at www.connectnetwork.com;
- (2) Calling 1-800-483-8314.
- (3) Deposits made via Western Union, personal check, or money order:
 - (a) Made payable to GTL AdvancePay; and
 - (b) Mailed to GTL AdvancePay Services Department P.O. Box 911722 Denver, CO 80291-1722.

Sample
Automated Inmate Telephone System (AITS)
AITS Problem Reporting

Department of Public Safety and Correctional Services
(Facility Name)

An inmate reporting a problem experienced with the ATIS shall use this form. Please PRINT the requested information on the form and submit the form to WHO.

Date Submitted: _____

Facility Name: _____

• Inmate Name: _____

Housing Assignment: _____

Inmate IPIN Number: _____

Report System Problem

Telephone Number Called: _____

Date and Time Problem occurred: _____

TYPE OF PROBLEM:

_____ **IPIN Not Accepted**

_____ **No Dial Tone**

_____ **Volume Too Low**

_____ **Called Number Unable to Accept Charges**

_____ **Noise on Phone Line**

_____ **Wires exposed on handset or telephone set**

_____ **Other** _____

RECORDED MESSAGE RECEIVED (If any):

_____ **"Your call cannot be completed as dialed"**

_____ **"Collect calls are not accepted at this number"**

_____ **"Busy - Please try your call again later"**

_____ **"Please wait until this number is validated"**

_____ **"Your account is not authorized"**

_____ **Other** _____

Supervisor

Telephone Service Administrator

Date received: _____

Supervisor's Comments: _____

Supervisor's Printed Name & Signature:

Date received: _____

Service Ticket No.: _____

Date of Service Call: _____

Date problem corrected: _____

Service Representative Comments: _____

Service Administrator's Name & Initials:

Completed form filed in the inmate's base file.

Sample

**Automated Inmate Telephone System (AITS)
AITS Problem Reporting
Instructions**

PROVIDED BY THE FACILITY MANAGING OFFICIAL

An inmate's family or friends may pay for the inmate's AITS calls by setting up an advance payment account with the AITS provider by:

- (1) On-line access at www.connectnetwork.com;
- (2) Calling 1-800-483-8314.
- (3) Deposits made via Western Union, personal check, or money order:
 - (a) Made payable to GTL AdvancePay; and
 - (b) Mailed to GTL AdvancePay Services Department P.O. Box 911722 Denver, CO 80291-1722.



OFFICIAL NOTICE

Auto Enrollment IVR Inmate Instructions Maryland DPSCS

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 S.I.D 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.



NOTICE TO PRISONERS USING THE PHONE SYSTEM

Phone List Deployment

You can only place calls to telephone numbers on your Inmate Telephone List. Please read and understand the following information before the telephone list deployment:

- You may have up to ten (10) telephone numbers on your phone list.
- Your phone list will be automatically created by the telephone system.
- The first ten (10) unique numbers you attempt to call (which are not blocked and able to receive calls from the inmate platform) will be automatically added to your phone list.
- You will have the ability to change your inmate telephone list during the first 10 days of the specified change period at your facility. Change periods occur every 90 days.
- Attorney numbers will NOT be added to your inmate telephone list. If you have an Attorney number on your telephone list, please use the Discrepancy form to notify the GTL site administrator. The GTL site administrator will guide you through the process of correcting.

Phone List Rules

1. Change requests.

When you have 10 numbers on your list, you will not be able to change a telephone number until the next change period. All requests will be denied.

2. Emergency change requests.

When the limit of 10 numbers has been reached, any EMERGENCY telephone list change requests need to be submitted to facility administration for approval.

3. Request of phone list.

Using the Auto Enrollment IVR, you have the ability to listen to phone numbers in your inmate telephone list during the change period at your facility. Requests for a phone list printout will be denied.

4. Numbers added fraudulently.

All requests to change a number, due to the number being added against your will, will be referred to Intel.

5. You are under suspension and cannot make calls.

GTL will not remove your suspension without approval of the facility.

All requests or complaints need to be submitted to GTL via the Inmate Discrepancy Form.