



DEPARTMENT OF CORRECTIONS

PRIDE: Professionalism, Respect, Integrity, Dignity, and Excellence



GENERAL ORDER NUMBER 20.02		DISTRIBUTION ALL PERSONNEL ALL INMATES	PAGE 1 OF 10
ORDER TITLE Inmate Telephone System	SERIES NO. 20	SERIES TITLE/SUBJECT Inmate Programs, Rights, and Privileges.	
TOPICS/REFERENCE: 9 GCA Chapter 90, Government of Guam Rules and Regulations. Executive Order 94-19, Chapter 8 Inmate Communications, Section 8.8 Telephone Privileges			APPENDICES None
ORIGINAL ISSUE/EFFECTIVE DATE January 04, 2021	Rescinds: Special Order: None		EXPIRATION DATE This order remains in effect until revised or rescinded

I. PURPOSE

- A. The purpose of this policy is to provide a policy and procedure for the operation of the Inmate Telephone System (ITS) for inmates of the Guam Department of Corrections (GDOC) to communicate with their family, friends, and attorney.
- B. It is the policy of the department to permit inmates reasonable and equitable access to telephone service for the purpose of maintaining family and community contacts and to supplement other forms of communications with their attorney and the courts. Telephone usage by inmates is a privilege that may be restricted or withheld to protect the public, to ensure the safety, security, or good order of the Department, and to enforce Department rules and statutes.

II. POLICY

- A. While telephone access provides a means of assisting inmates to maintain family and community ties while incarcerated, the unfortunate reality is that inmates and those with whom they communicate often abuse telephone privileges, using telephones as a means of planning strategies for introducing contraband; conspiring to violate the law or facility rules and policies; facilitating communications with others to undermine safety, security, discipline, order, and control. It is the Department's goal to provide telephone access that is effectively regulated and handled in a manner which does not compromise legitimate penological interests.

- B. This policy is applicable to all GDOC facilities and housing units. Inmates shall have access to this policy and are required to comply with its provisions. For the purpose of this policy these guidelines are applicable to inmates, as well as detainees.
- C. The title inmate shall be used interchangeably with the titles of detainee (Federal or Local) or offender unless specifically noted within. Enforcement of this regulation relative to detainees and offenders shall conform to all GDOC applicable policy/procedure.
- D. The Prison Security Administrator (Warden) is authorized to develop additional operational procedures in accordance with this policy to ensure that the use of telephones by inmates is controlled and supervised. Protection of the public, institutional safety and security, crime prevention/detection/prosecution, and inmate access are the order of priorities. Operational procedures shall be consistent to the extent practical, among all GDOC units, and facilities.

III. DEFINITIONS

- A. **Inmate Telephone System (ITS):** Is the name given to the specialized program and equipment which governs inmate telephone access. The ITS shall be utilized by all inmates as the primary telephone system.
- B. **Paytel Guam:** Is the name of the private company that operates the Inmate Telephone System working with off island company Combined Public Communications (CPC).
- C. **System Administrator:** Is the person designated by the Director or Deputy Director to oversee the entire Inmate Telephone System. This person will perform all functions related to day-to-day operations including, but not limited to; coordination of ITS operations, technical assistance, data collection, system maintenance, report generation, carrying out imposed restrictions and shall serve as the liaison between GDOC facilities, external agencies, and the telephone service vendor(s).
- D. **Paytel Officer:** Is the GDOC designated employee(s) assigned to manage the Inmate Telephone System which includes creating accounts, and reporting issues and concerns with the system.
- E. **Personal Identification Number (PIN):** A unique, ten-digit number assigned to an inmate's ITS account that allows the inmate access to the telephone system. The PIN is confidential and randomly generated when an account is first created.
- F. **Private Personal Identification Number (PIN):** Is a four-digit that is created by the inmate when they log in for the first time. The inmate will need both PIN numbers to access their account.

- G. **Call Recording:** Electronic interception and storage of all sounds and conversations between an inmate and one or more parties through a specialized system connected to the ITS.
- H. **Call Monitoring:** Live electronic interception and listening by staff to a telephone conversation between an inmate and one or more parties through a specialized system connected to the ITS.
- I. **Social Calls:** Telephone calls between an inmate and family, friends or acquaintances which are intended to promote personal relationships and not eligible for confidential status.
- J. **Attorneys/Client Calls:** Telephone calls between an inmate and an attorney, which are eligible for confidential status and are not recorded or monitored. To qualify for confidential status, an attorney must be admitted to practice law. Confidential status includes staff, paralegals, and law clerks supervised by the attorney.
- K. **Automated Operator System, (AOS)** a computerized alternative to a live operator, which provides an interface between the inmate and the ITS. The AOS can provide instructions and announcements.
- L. **Call Blocking:** For security reasons, the System Administrator has authority to block a telephone number from being called in a case-by-case determination. In such cases, the System Administrator or designee must notify the inmate of an administrative block, ordinarily within five business days following the blocking of the number. The System Administrator has the authority to block telephone numbers from being called by all inmates. Example of numbers blocked institution wide include, but not limited to persons that request that their numbers be blocked, victims, witnesses, or when there is reasonable suspicion that the person being called has acted in a way that would indicate a threat to the institution's good order or security or the protection of the public. Once a person's number or numbers have been blocked, only the System Administrator with the approval of the Warden can unblock the number or numbers and allow the blocked person to communicate with an inmate. Once a person request that their numbers be blocked from the ITS, the requested person can unblock the number only when he or she sends a written request for reinstatement. The request can be sent via email.
- M. **Direct Pay account:** This account allows family member(s) and/or friend(s) to fund an account that allows the inmate only to call that family member or friend.
- N. **Pin Debit account:** This account allows family member(s) and/or friend(s) to fund an account that allows the inmate to call different phone numbers not blocked by GDOC.

- O. **Maximum Calls:** The number of calls that an inmate is authorized to make in a 24-hour period. The ITS can limit the number of calls from unlimited to one call a day. If there is reasonable suspicion that an inmate violates this general order, a limit may be placed on the number of calls he/she can make in a day. If a limit is placed on the number of calls an inmate can make a day, the telephone system will count every call, contact and non-contact as a call made. (ex: If the limit of calls is set to 8 calls a day, and 3 calls resulted in no contact, the inmate has 5 calls remaining for the day).
- P. **Harassment Feature:** The ITS has a built-in harassment feature. If an inmate calls a number 5 time with no answer, the system will completely block that number from being called for 24-hours.

IV. INMATE TELEPHONE SYSTEM PROCEDURES

- A. Upon intake, or as soon as practicable, a phone account will be created for each inmate by the assigned Paytel officer or his/her designee for that facility.
- B. New inmates, within 24 hours of confinement shall be permitted one phone call not to exceed ten minutes utilizing the landline. The purpose of this call is to inform their family and friends of the departments phone policy and information on depositing funds into the inmate phone account. The call shall be documented in the unit phone log.
- C. Each inmate will be given a 10-digit Personal Identification Number (PIN). When an inmate logs into the phone system for the first time, they will be required to create a 4-digit Private PIN number and will be prompted to say their name which will be recorded by the system for future calls. Inmates are required to state their first name. Inmates Failure to properly state their name may result in a temporary suspension of their phone privileges.
- D. Once an Inmate Phone account is created by DOC, family, and friends have four options to add funds to the inmate's telephone account:
 - 1. **Inmate Sales Call Center**– Family and friends can call in and fund accounts using a live call center operator at 877-998-5678. Operator assisted deposits incur a \$5.95 fee.
 - 2. **Inmatesales.com website**-Family and friends can go to www.inmatesales.com and create/fund an account for the inmate via an easy-to-use web portal. Non-operator assisted deposits incur a \$3.00 fee. The website is available 24 hours a day, 7 days a week.
 - 3. **Interactive Voice Response (IVR)-Pay-by-phone**- Family, and friends can use a payment IVR to fund accounts at 877-998-5678 if they already have an account setup. Non-operator assisted deposits incur a \$3.00 fee.

4. **Lobby Kiosk**-Family and friends will be able to fund inmate accounts via an easy-to-use deposit kiosk. The kiosk accepts cash and credit card payments. The kiosk is located at Paytel offices at 17-3311 Corsair Rd., Tiyan Barrigada Guam 96913. Operational hours are Monday to Friday 8 a.m.-5 p.m. Paytel is working on plans to place a kiosk at a 24/7 location. Kiosk assisted deposits incur a \$3.00 fee.

V. USE OF TELEPHONES BY INMATES

- A. Inmate access to the telephone is a **PRIVILEGE** granted to all inmates who demonstrate a willingness to obey Department regulations. Inmates are permitted to make limited local, and off island calls.
- B. Inmate have no constitutional expectation of privacy in their personal telephone communication while incarcerated, and inmate calls can be monitored on a routine, random, or selective basis.
- C. All telephone calls, except for Attorney/Client calls, are subject to recording and monitoring by authorized persons.
- D. Each unit shall utilize and maintain a daily telephone call log to schedule inmate phone calls on a first come - first serve basis. The log will permit reasonable and equitable access to all inmates. The use of a phone log can prevent scheduling conflicts and domination by an individual. At the end of each day, the phone log for that day shall be secured in the unit control for record purposes.
- E. Abusing telephone equipment is prohibited. Committing violations of law, or the conspiracy to commit violations of law in association with the use of the ITS shall be considered a violation of this regulation. Disciplinary sanctions may be imposed for violations of telephone regulations in accordance with GDOC Rules and Regulations.
- F. Inmates are prohibited from making telephone calls to GDOC staff, other inmates, former inmates, parolees, contract personnel and volunteers, directly, or indirectly (three-way calling) unless approved in writing by the Warden.
- G. Staff, contract personnel and volunteers are prohibited from accepting telephone calls from inmates directly or indirectly. Telephone calls to GDOC staff in conjunction with programing are permitted. No telephone communication is allowed between volunteers and inmates at GDOC.

- H. Inmates may not possess another inmate's access code number (PIN#). An inmate is prohibited from giving his or her telephone access code number to another inmate, doing so may result in disciplinary action and/or telephone privileges being restricted for the inmate using someone else's account and the account holder that shared their access code number. Inmates shall report a compromised telephone access code number immediately to unit staff.
- I. GDOC or Paytel is not responsible for funds lost as a result of inmates allowing other inmates to use their account or when inmates obtain and use the access code of other inmate's phone account.
- J. Inmates are strictly prohibited from participating in three-way communications; doing so may result in disciplinary action as outlined in GDOC Rules and Regulations.
- K. Inmates shall not be afforded with telephone privileges while in Disciplinary Segregation except for emergencies (e.g., critical illness or accident, death of a family member to be approved by Platoon Commander) and to the attorney of record.
- L. If an inmate allows another inmate to use his/he telephone account and the other inmate commits any offense, attempting to commit any offense, or making plans to commit any offense, the inmate whose telephone account was used shall be considered aiding another person to commit any offense both inmates shall be considered equally culpable and disciplined accordingly.
- M. Except for inmates in Disciplinary Segregation, Administrative Segregation pending investigation, or otherwise restricted, each inmate may make social calls daily not to exceed 60- minutes a day.
- N. The 60-minute phone use limit may be reduced when there is reasonable suspicion that the inmate has violated this policy in a way that would indicate a threat to the institution's good order or security or the protection of the public.
- O. The phone calls shall be spread out throughout the day based on phone availability until 8:30 p.m. The 60- minute limit, does not include attorney/client calls.
- P. At a minimum, unless restricted, or in Disciplinary Segregation an inmate should be allowed a minimum one 10-minute social call a day.
- Q. Inmates are expected to comply with this policy. Failure to comply with this policy may result in disciplinary action.

VI. ATTORNEY / CLIENT CALLS

- A. All inmates are required to use their Inmate Phone Account to communicate with their attorney. However, no inmate will be denied telephone access to their attorney due no funds in their account.
- B. Inmates with no funds in their account can submit a remedy request to their unit manager indicating that they don't have any funds in their account, once that information has been verified by the assigned Paytel officer, coordination can be made to allow the inmate to use a landline to speak with his/her attorney.
- C. When using a landline to contact an attorney, the officer will dial the attorney's number, inform the attorney or the attorney's representative that their client would like to speak to them and if the attorney is available, the inmate will be handed the phone to speak with their attorney. An inmate shall be allowed reasonable time to speak to his/her attorney. In most cases, 20-minutes is a reasonable time. If the attorney needs more time, reasonable accommodation shall be made or the inmate be allowed another attorney call later.
- D. Attorneys have the option to have their numbers set to "Do not Record." If an attorney wants their phone number(s) set to "Do not Record" the attorney or his representative needs to contact the representative of the IPS to make this unrecorded number arrangement. They can call (702) 931-3938 or 1-877-998-5678. Only the attorney or his/her representative can make the request with our service provider to have a telephone number set to "Do not Record."
- E. Once funds have been deposited into the inmate's phone account, the inmate will be required to use their Inmate Phone Account to speak with to their attorney of record. They will not be allowed to use the landline unless there are circumstances (i.e., translator, system issues, etc.) that could interfere with the attorney communicating with his/her client.
- F. If an attorney calls the housing unit requesting to speak to their client, the officer will inform the attorney that the inmate will return their call through the ITS. The officer will inform the inmate to call their attorney using their Inmate Phone Account. The officer shall document this information in the unit log book. If the inmate does not have funds in their account, the officer will follow the process stated above for allowing inmates to use the landline to speak to their attorney. For safety and security reasons, all incoming calls from an attorney must be verified before allowing the inmate to speak on the phone.
- G. If an attorney sends an email requesting to schedule a call with their client, or to speak to their client at a set time and date, the person receiving the email is responsible for ensuring that request has been forwarded to the proper person designated to handle such request. When the inmate receives the information the unit officer shall document this information in the unit log book. Each unit will maintain a phone log of all attorney calls made using a landline.

VII. HOURS OF TELEPHONE OPERATIONS:

- A. The hours of telephone usage begin at 7:30 a.m. and end no later than 8:30 p.m. seven days a week.
- B. The Warden or his designee may modify the hours of telephone use for any facility, housing unit, or inmate depending on the unit population, work assignment, working equipment, usage demand, humanitarian reasons, etc. Any modification to the phone schedule must be in writing, and approved by the Warden or his designee.
- C. Except for inmates in Disciplinary Segregation, or restricted, each inmate can make social calls daily not to exceed 60-minutes a day.
- D. In accordance with this policy, the Warden may reduce the maximum number of minutes an inmate may use the phone a day based on safety and security, and operational needs.
- E. Based on time periods available and day-to-day demand, there is no guarantee an inmate will be able to schedule a call every day or at the desired time. Inmates may be restricted to the use of a specific telephone in a specific location. No telephone calls shall be placed during shift change and times of emergency or be permitted to interfere with security operations.

VIII. RECORDING/MONITORING/BRANDING

- A. All inmate social telephone calls utilizing the ITS and not eligible for confidential status shall be electronically recorded and may be monitored by authorized persons.
- B. Use of the ITS by the inmate, and acceptance of the call by the called party, constitutes consent to record and monitor social call conversations by authorized persons. Written notice shall be posted at each telephone location advising the inmate of the policy on recording and monitoring. Unit Managers are responsible for ensuring that notices are posted by each telephone in their assigned unit.
- C. All telephone calls through the ITS shall be electronically branded with a prerecorded automated announcement utilizing the AOS. The inmate will be electronically blocked from hearing or communicating with the called party until the call is accepted. Inmate voice will not be used during the announcement. Electronic security measures will be utilized to prevent an inmate from interfering with or altering the announcement. At a minimum the announcement will provide the following information:
 - 1. The call is collect or prepaid
 - 2. The name of the inmate caller
 - 3. The status of recording and monitoring
 - 4. Call acceptance instructions
 - 5. Advisement of the prohibition and termination of calls when 3-way calling is used.

IX. LIMITED, SUSPENSION OR REVOCATION OF INMATE TELEPHONE PRIVILEGES


- A. Inmates may have their telephone privileges limited, suspended, or revoked for abuse of telephone communication services. Examples of abuse include but not limited to:
1. Making harassing or unwelcome calls;
 2. Making a threatening, obscene, or nuisance telephone calls;
 3. Making a call which is in any way a violation of local, or federal law, telephone company regulations, or department rules and regulations;
 4. Damaging or destroying telephone equipment;
 5. Making three-way telephone calls. This includes calls that are placed and then transferred to another telephone number;
 6. Using another inmate's PIN number or providing a PIN number to another inmate;
 7. Using a telephone to conduct a business enterprise;
 8. Speaking in an unidentifiable code; and
 9. Sharing calls or placing calls for another inmate and allowing him or her to converse with that party.
- B. If the Warden or his designee has **reasonable suspicion** that the inmate acted in a way that would indicate a threat to the institution's safety, security, good order, or well-being of the facility or any person is threatened the Warden or his designee may *immediately* take action to limit, suspend, or revoke an inmate's telephone privileges.
- C. Reasonable suspicion exists when facts and circumstances indicate that the inmate is engaged in, or attempting to engage in, criminal or other prohibited behavior using the telephone. The Warden has the authority to restrict or suspend temporarily an inmate's regular telephone privilege when there is a reasonable suspicion that the inmate has acted in a way that threatens the safety, security, or good order of the institution, or the protection of the public. Reasonable suspicion may be based on reliable, confidential information gathered through intelligence that identifies the inmate in question. In determining reasonable suspicion, the available information should reasonably lead a person with correctional experience to suspect the inmate is engaged in criminal or other prohibited behavior using the telephone system.

- D. The inmate must be afforded an opportunity to respond to the action of the Warden or his designee, usually by a written reply to the Warden or his designee. When the inmate's reply is received, the Warden or his designee will consider the inmates comments in deciding whether to continue the limitation, suspension, or revocation of the inmate's telephone privileges. The inmate may appeal the Warden's limitation, suspension, or revocation of his telephone privileges in writing to the Deputy Director. The Deputy Director shall respond to the inmates in (30) calendar days.

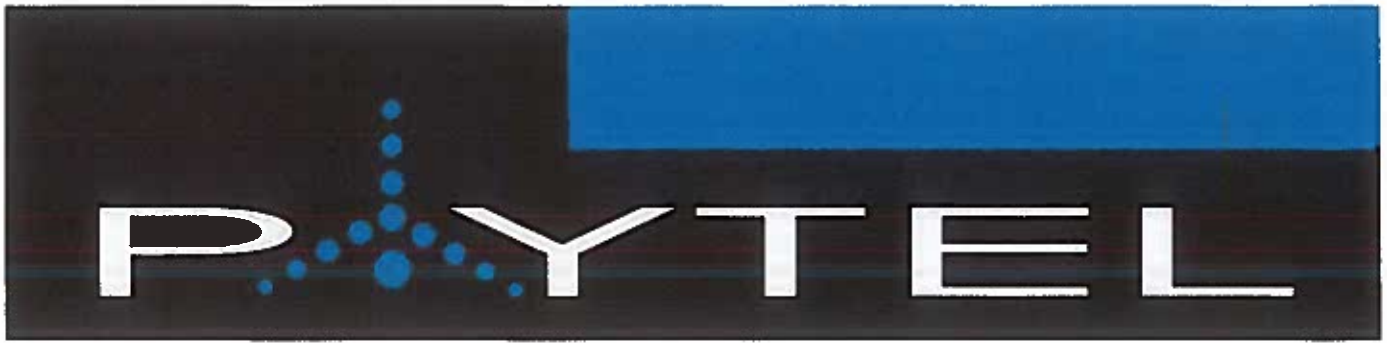
X. REVIEWS, REVISIONS AND CANCELLATIONS

- A. This General Order will be reviewed each year by the Office of the Deputy Director or designee and, when necessary, revised or cancelled in accordance with the procedures for reviewing written directives established in General Order 1.01 – Written Directives.
- B. This policy is a living document that is subject to constant change. New laws, court decisions, new methodologies, emergencies, and other factors dictate the need for a continual review of this policy. Everyone in this organization has the ability to influence our policies and procedures, and are encouraged to provide feedback at any time by submitting a memorandum, via channels, with their ideas to the Deputy Director of Corrections or designee.
- C. No policy, no matter how complete, can address all the situations we may encounter in performing our duties. There will be situations that occur that must be left to good judgement and discretion of the person(s) involved. This judgement and discretion must be employed with sound reason and promotes the interests of the citizens we serve, the department, and people who make-up this organization. If in doubt, please consult with supervisor.
- D. It is every employee's responsibility and duty to become thoroughly familiar with the contents of this policy. Employees are further responsible for the upkeep and maintenance of their individual copy, including keeping current as updates or amendments are made.
- E. Unit Directives may be issued by the Director, Deputy Director, Warden, or designee to revise, clarify, or provide additional guidance for any portion of this General Order.

BY ORDER OF


JOSEPH S. CARBULLIDO
Director of Corrections

Attachments
A-Telephone Use Guide
B-Inmate Training Guide
C-Call Rates, Fees, Payment Options and Customer Service



TELEPHONE USE GUIDE

Pickup Phone and Select from the following

Option 1 – Inmate is dialing out using a **Direct Pay** account which they can use to dial out to one number. If there are no funds placed to that phone number, you will not be able to connect.

Option 3 – Inmate is dialing out using their **PIN Debit** Account. you can call out to any number if there are funds on their PIN Debit Account.

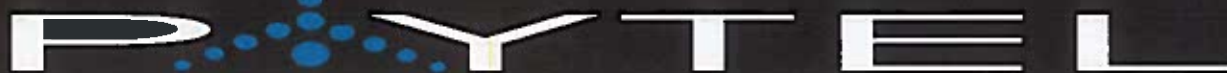
Option 5 – Customer Care – Report phone trouble to Paytel Guam, Drop Call Review, Reset Private PIN, & Other issues.

Dialing instructions:

For Guam: Dial 671 plus the phone number

For USA/Canada/ CNMI: Dial area code plus number

For International: Dial 011, country code, area code, plus number



Inmate Training Guide

12/30/2020

1. Have your Friends and Family (F&F) go to inmatesales.com to put money on your Phone Account or they can use the **Blue** kiosk which will be temporarily located inside the **PAYTEL** office in Tiyan. At a later date we will announce additional Kiosk locations that will have 24/7 access. The kiosk are the only payment form that accepts both **CASH** and **Credit Card payments**. All payment options will require your full name and inmate number so make sure you provide your F&F this information. There will administrative fees associated with processing all forms of payments.
2. There are 2 ways your F&Fs can put money on your Phone account:
 - a. **Direct Pay:** if your Mom puts \$20 on Direct Pay you can only use that money to call Mom
 - b. **PIN Debit:** if your Mom puts \$20 on your Pin Debit account you can use that money to call anyone you want to
3. The first time you pick up the phone you will follow the prompts:
 - a. 1 for English / 2 for Spanish
 - b. The prompts will ask you to enter:
 - i. Your Inmate ID (DOC assign this number to you from their Jail Management System)
 - ii. Create a 4-digit Private PIN (keep it private; if another Inmate gets your Inmate ID and your 4-digit private PIN, they can use your Phone money)
 - iii. Record your Name (be sure to say your full name correctly; whenever you make a phone call that recording is what Mom, Grandma, friends, etc. will hear when accepting the call)
4. There is an instruction sheet hanging by the phone to explain the Options that you have on the phone.
 - a. Option 1 – Inmate is dialing out using a **Direct Pay** account which they can use to dial out to one number. If there are no funds placed to that phone number, they will not be able to connect.
 - b. Option 3 – Inmate is dialing out using their **PIN Debit** Account. They can call out to any number if there are funds on their PIN Debit Account.
 - c. Option 5 – Customer Care – Report phone trouble to Paytel Guam, Drop Call Review, Reset Private PIN, & Other issues.
5. Dialing instructions:
 - a. For **Guam:** Dial 671 plus the phone number
 - b. For **USA/Canada/ CNMI:** Dial area code plus number
 - c. For **International:** Dial 011, country code, area code, plus number

Customer Service Hotline 671-646-6283

INMATESALES.COM



12-30-2020

CALL RATES, FEES, PAYMENT OPTIONS AND CUSTOMER SERVICE

Calling rates have stayed the same for calls on the Island of Guam at \$0.15 per minute. Calls to the Continental United States, Hawaii, and Alaska as well as the other four American Territories (American Samoa, Northern Mariana Islands, Puerto Rico, and the U.S. Virgin Islands) will all have call rates of \$0.21 per. International calls will vary based on the country called.

The inmates system will collect applicable federal, local, and interstate mandated fees and or taxes at the time of the call. These taxes are direct pass through costs and will vary based on the number dialed by the inmates. These fees are in additional to the call rate per minute.

Paytel Gaum has also expanded the funding options for inmate telephone accounts. There are now four options:

1. Inmate Sales Call Center – Friends and family can call in and fund accounts using a live call center operator at 877-998-5678. Operator assisted deposits incur a \$5.95 fee.
2. Inmatesales.com website – Friends and family can go to www.inmatesales.com and create/fund an account for the inmate via an easy to use web portal. Non-operator assisted deposits incur a \$3 fee.
3. IVR – Pay-by-phone – Friends and family can use a payment IVR to fund accounts at 877-998-5678 if they already have an account setup. Non-operator assisted deposits incur a \$3 fee.
4. Lobby Kiosk – Friends and family will be able to fund inmate accounts via an easy to use deposit kiosk. The kiosk which accept cash and credit card payments. The kiosk are currently located at PayTel offices at 17-3311 Corsair Rd., Tiyán Barrigada Guam 96913. Operational hours are Monday to Fridays 8am-5pm. We will soon have the kiosk located at convenient 24/7 locations within the next few months and will advise the department as soon as these locations are available. Kiosk assisted deposits incur a \$3 fee.

There are also 2 types of accounts now available to fund.

- Direct Pay account: This account allows a friend or family members to fund an account that allows the inmate only to call that particular friend or family member.
- Pin Debit account: This account allows friends and family members to fund an account that allows the inmate to call different phone numbers not blocked by DOC.

Customer Service hours are on Central Standard Time. Which mean you will need to call from Guam Tuesday to Saturday 11PM-3PM, Sundays 1am-11am, and closed Mondays and Holidays. Customer can make payments 24 hours a day and 7 days a week at our website inmatesales.com or by calling our toll free number at 877-998-5678 once an account has been set up.

*Attachment
C - Call Rates, Fees, Payment Options & Customer Service*

G.0.20.02 Inmate Telephone System