

 <p style="text-align: center;">ADMINISTRATIVE POLICIES AND PROCEDURES State of Tennessee Department of Correction</p>	Index #: 503.08	Page 1 of 7
	Effective Date: May 15, 2020	
	Distribution: B	
	Supersedes: 503.08 (6/1/17) PCN 19-3 (1/30/19)	
Approved by: Tony Parker		
Subject: TELEPHONE PRIVILEGES		

- I. AUTHORITY: TCA 4-3-603 and TCA 4-3-606.
- II. PURPOSE: To establish rules and guidelines for the administration of the inmate telephone program.
- III. APPLICATION: Staff and inmates at all Tennessee Department of Correction (TDOC) institutions (except offenders assigned to and actively participating in a SAIU program), privately managed facilities, and employees of TRICOR.
- IV. DEFINITIONS:
  - A. Advance Pay Call: A telephone call made by an inmate to an allowed telephone number where the total cost of the call will be deducted from a prepaid account established with the inmate automated telephone system provider by the called party.
  - B. Allowed Telephone Number (ATN): A landline or cellular telephone number which is on an inmate's authorized to call telephone number list. (Available at institutions with ITS only)
  - C. Collect Call: A telephone call made by an inmate to a telephone number, where the total cost of the call will be the responsibility of the called party.
  - D. Debit Call: A telephone call made by an inmate to an allowed telephone number, where the total cost of the call will be deducted from the inmate's telephone account. (Available at institutions with ITS only)
  - E. Remote Call Forwarding Service: A service whereby a call placed to a station in one exchange is automatically forwarded by the service provider through its central office equipment to another station designated by the customer.
  - F. TTY/TDD: Teletypewriter (telecommunications device for the hearing impaired).
  - G. Telephone Access Code: Inmate's TDOC identification number.
- V. POLICY: Inmates shall be provided reasonable access to the inmate automated telephone system (ITS) or conventional telephone equipment. Adaptations for the hearing impaired shall be provided.
- VI. PROCEDURES:
  - A. Inmate Access to Telephones
    1. Segregated inmates shall be allowed access to telephones in accordance with Policy #506.16.

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2. Inmate access to telephones to communicate with attorneys and courts shall be in accordance with Policies #105.09 and #501.02. Inmates assigned to privately managed facilities follow a TDOC approved privately managed institutional policy regarding access to courts.
  3. Wardens/Superintendents shall develop institutional policy which specifies days and times of day when inmates shall have access to telephones. Calls should normally be made between 6:00 a.m. and 10:00 p.m. local time.
- B. Procedures for institutions with automated inmate telephone system (ITS) equipment:
1. Each inmate shall be furnished with an inmate telephone system instruction booklet which contains data that the inmate needs to know in order to place any type of call. Diagnostic centers shall assume responsibility for providing instruction booklets at intake. These booklets may be amended as necessary.
  2. Inmates shall be allowed to specify up to ten telephone numbers for family, friends, etc., on their ATN list. Business telephone numbers, toll-free numbers, and numbers with remote call forwarding service are not permitted. Only telephone numbers on the inmate's ATN list shall be processed by the ITS. Changes in this list may be made through a designated employee according to a schedule established by the Warden/Superintendent, but no less often than once each quarter.
  3. Wardens/Superintendents shall develop institutional procedures detailing how an inmate can add to or change the ATN list on an emergency basis, and for facilitating the transfer of an inmate's ATN list to another institution when the inmate is transferred. It shall be at the Warden/Superintendent's discretion to determine what constitutes an emergency.
  4. Each inmate shall have access to the Inmate Telephone System (ITS) through which they may place telephone calls to numbers on the approved calling list, either on a collect or debit basis. Inmates (assigned to TDOC managed facilities and SCCF) will have access to any attorney on the database populated from the *Tennessee Attorney's Directory*. Inmates assigned to contract managed facilities (except SCCF) must submit the attorney's name and telephone number to a unit management staff member using Inmate Inquiry - Information Request, CR-3118, to have the attorney's number added to their list. Any new addition or out-of-state attorneys will be added by contacting an associate of the contract inmate telephone provider, who will ensure verification prior to the addition being completed. Attorney numbers may be changed at any time in accordance with Policy #503.08. Calls may be restricted to 30 minutes or less when handling legal issues.
  5. Any called party who is listed on an inmate's ATN list can have their telephone number removed from the inmate's ATN list. This can be accomplished only by a written request submitted to the Warden/Superintendent by the called party. The inmate shall be furnished a copy of the written request from the party requesting the removal.

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6. All telephone calls, collect or debit, shall be limited to no more than thirty minutes. Long distance debit calls will not be allowed if the inmate's telephone trust fund account balance is not sufficient to place at least a one minute telephone call.
  7. Inmates who do not complete and submit an ATN list cannot use the ITS. The system cannot complete a telephone call unless the called number is in the system's data file under the inmate's "Telephone Access Code."
  8. Inmate telephone calls to TDOC employees or contract staff who are within two years of separation from employment or contractual service with the TDOC shall not be approved or allowed.
  9. Whenever an inmate is discharged (parole, expiration of sentence, escaped, or transferred to another facility that does not utilize the ITS), the institution will immediately deactivate the inmate's telephone record. (See Policy #208.08 for account refund instructions)
  10. The Warden/Superintendent/designee shall ensure that the deactivation of an inmate's telephone records occurs within five working days.
- C. Inmates assigned to privately managed facilities will follow a TDOC approved privately managed institutional policy regarding telephone privileges.
- D. Equipment:
1. ITS telephone equipment shall be that which is most conducive to security needs and yet accessible to the inmates and will process collect or debit calls only.
  2. The telephones shall be stationary or portable. The stationary telephones shall be wall or pedestal mounted. The portable telephones shall be affixed to moveable carts.
  3. A TTY system shall be made available at all TDOC and privately managed institutions as needed.
    - a. ITS only: Inmates shall submit a written request through their counselor or designated unit management team member to place a call utilizing a TTY when the call must be placed through the 1-800 number for the Tennessee Relay Center for the Deaf. (See Policy #208.08) If both parties have a TTY, routinely available inmate telephones can be used to place the call.

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- b. ITS only: Arrangements shall be made by the counselor/unit management team member to allow the inmate to place the TTY call using a staff telephone and the 1-800 number for the relay center. The inmate will be required to sign a Personal Withdrawal Request, CR-2727, with the date, time, and number called. As "time and charges" information is not available through the Tennessee Relay Center for the Deaf, the institutional telephone bill will be reviewed upon receipt to determine appropriate charges. The CR-2727 will then be processed by the trust fund custodian. These calls shall not be made on the state network lines.
- (1) The Tennessee Relay Center for the Deaf number which allows a hearing person to communicate with a hearing impaired person is 1-800-848-0299. (These calls will be made on staff telephones only).
- (2) The Tennessee Relay Center for the Deaf number which allows a hearing impaired person to communicate with a hearing person is 1-800-848-0298.
- c. Staff shall remain in the office while inmates on administrative telephones are making calls.

E. Monitoring/Recording at Facilities with ITS Equipment:

1. Telephone calls to an attorney shall not be monitored or recorded.
2. All other calls are subject to monitoring. All of these calls shall be recorded if recording equipment is included as part of the telephone equipment. The Warden/Superintendent shall designate employees who are authorized to monitor calls or have access to recordings of telephone conversations. The Warden/Superintendent shall immediately notify the institutional ITS Coordinator, Human Resources manager, and the departmental ITS representative of any staff changes (promotions, demotions, terminations, etc.) which affects the individual responsible for the monitoring and recording utilized by the ITS equipment. If the individual reports to the Assistant Commissioner of Prisons or Director of Office of Investigations and Compliance, the departmental ITS representative and Director of Human Resources shall also be contacted.
3. All telephones provided for use by inmates shall play the following prompt when the called party answers the call:
- "This is (Global Tel\*Link example); the Tennessee Department of Correction reserves the right to monitor and record this call."
4. Recording of telephone conversations should be considered as internal affairs records and be treated as confidential in accordance with TCA 10-7-504. The Warden/Superintendent will retain recordings in a secure location. Disclosure of the contents of such recordings shall be governed by Policy #107.02.

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F. Abuse of Telephone Privilege:

1. Any abuse of telephone privileges by an inmate at a TDOC or any privately managed facility shall be cause for disciplinary action. (See Policies #502.01 and #502.05) Abuse of telephone usage includes, but is not limited to, the following:
  - a. Threatening or obscene telephone calls
  - b. Third Party Calling: When the ITS detects third party calling, the telephone call shall be terminated. The call detail report (associated with the call) is appropriately marked identifying the reason for the termination along with the name of the inmate who has made the telephone call.
  - c. Call Forwarding: When the ITS detects call forwarding, the telephone call shall be terminated. The call detail report (associated with the call) is appropriately marked identifying the reason for the termination along with the name of the inmate who has made the telephone call.
  - d. Use of a third party to transfer the telephone call to another telephone number. Third party calling is detectable by the ITS. When the ITS detects transmitted to the system controller in Nashville identifying the “Telephone Access Code” for the inmate who has made the telephone call.
  - e. Except as provided by a recognized and identified third party call forwarding company, use of any unauthorized call forwarding feature on an instrument whose telephone number is on an inmate’s ATN list is forbidden. Unauthorized call forwarding is detectable by the ITS. When the ITS detects unauthorized call forwarding, the telephone call is terminated and a message is given to the system controller identifying the “Telephone Access Code” for the inmate who has made the telephone call.
  - f. Violation of the telephone use schedule
  - g. Interfering with the call of another inmate
  - h. Use of the ITS to facilitate or conduct activities in violation of federal, state law or TDOC policy.
  - i. Providing false information with an application for a telephone number to be added to an inmate’s ATN list (i.e., false name, relationship, etc., for a telephone number)
  - j. The use or the attempted use of another inmate’s “Telephone Access Code”
  - k. Specifying a number with remote call forwarding service on an application for a telephone number to be added to an inmate’s ATN

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2. An inmate shall not be punished by the disciplinary board by suspending or limiting telephone privileges unless the inmate has been found guilty of an infraction related to abuse of the use of a telephone. If an inmate is found guilty of a telephone use infraction, telephone use privileges (except emergency and legal telephone calls) may be suspended or limited.
  - a. Telephone numbers currently on an inmate's ATN list may be deleted and then re-added locally by the institution's ITS coordinator. A mechanism exists in the ITS to allow this to be done for a specific time period, then to allow access to occur again without further action on the ITS coordinator's part. Requests for technical support should be made to the ITS service provider when necessary.
  - b. The Warden/Superintendent may refuse to authorize reinstatement of the telephone number on the inmate's ATN list for a period not to exceed 180 days (for the first instance of this type of abuse by the inmate).
  - c. In instances of second and subsequent abuses of telephone privileges, the number that was used to accomplish the third party or call forwarding call shall be permanently blocked from reinstatement on the offending inmate's ATN list. This shall apply to any numbers on the inmate's ATN list, regardless of whether that particular number has ever been previously blocked due to similar misuse.
  - d. Customers may request a block of any unwanted calls that are received by entering #9, at which time they will be instructed by the system to enter a PIN number (provided by the system) to confirm the request. To reinstate the number, the customer must call the contract vendor and request removal of the block.
3. The facility has the option of deactivating or suspending a telephone number for a determinate date. The customer may deny a call on a one-time basis by disconnecting or pressing 1 on the keypad.

VII. ACA STANDARDS: 4-4271, 4-4272, 4-4274, 4-4275, and 4-4497.

VIII. EXPIRATION DATE: May 15, 2023.



**TENNESSEE DEPARTMENT OF CORRECTION  
INMATE INQUIRY – INFORMATION REQUEST**

**INSTITUTION:** \_\_\_\_\_

\_\_\_\_\_  
INMATE NAME *(Please Print)*

\_\_\_\_\_  
TDOC ID

UNIT: \_\_\_\_\_ ROOM / BED: \_\_\_\_\_ DATE: \_\_\_\_\_

ROUTED TO:  Unit Manager

Counselor

Inmate Job Coordinator (IJC)

1. Inmate Inquiry/Request:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2. Action by Counselor/Inmate Job Coordinator:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Counselor / Inmate Job Coordinator SIGNATURE

\_\_\_\_\_  
DATE

3. Action by Record Office

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
RECORD'S OFFICE STAFF SIGNATURE

\_\_\_\_\_  
DATE

4. Sentence Management Services (SMS) Response:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
SMS STAFF SIGNATURE

\_\_\_\_\_  
DATE



TENNESSEE DEPARTMENT OF CORRECTION  
TRUST FUND ACCOUNT  
PERSONAL WITHDRAWAL REQUEST

\_\_\_\_\_  
INSTITUTION

\$ \_\_\_\_\_

DATE: \_\_\_\_\_

PLEASE DEDUCT THE FOLLOWING AMOUNT FROM MY ACCOUNT:

\_\_\_\_\_ DOLLARS

THIS CHECK IS TO BE MAILED TO:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ NAME  
STREET ADDRESS  
CITY, STATE, ZIP

THE PURPOSE OF THIS WITHDRAWAL IS:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
INMATE SIGNATURE

\_\_\_\_\_  
TDOC ID

Building: \_\_\_\_\_

Room #: \_\_\_\_\_

WITNESSED: \_\_\_\_\_

APPROVED:  YES  NO

REASON FOR DENIAL: \_\_\_\_\_

\_\_\_\_\_  
WARDEN / SUPERINTENDENT / DIRECTOR / DESIGNEE

\_\_\_\_\_  
DATE

CR-2727 (Rev. 9-19)

Duplicate As Needed



TENNESSEE DEPARTMENT OF CORRECTION  
TRUST FUND ACCOUNT  
PERSONAL WITHDRAWAL REQUEST

\_\_\_\_\_  
INSTITUTION

\$ \_\_\_\_\_

DATE: \_\_\_\_\_

PLEASE DEDUCT THE FOLLOWING AMOUNT FROM MY ACCOUNT:

\_\_\_\_\_ DOLLARS

THIS CHECK IS TO BE MAILED TO:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ NAME  
STREET ADDRESS  
CITY, STATE, ZIP

THE PURPOSE OF THIS WITHDRAWAL IS:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
INMATE SIGNATURE

\_\_\_\_\_  
TDOC ID

Building: \_\_\_\_\_

Room #: \_\_\_\_\_

WITNESSED: \_\_\_\_\_

APPROVED:  YES  NO

REASON FOR DENIAL: \_\_\_\_\_

\_\_\_\_\_  
WARDEN / SUPERINTENDENT / DIRECTOR / DESIGNEE

\_\_\_\_\_  
DATE

CR-2727 (Rev. 9-19)

Duplicate As Needed