

Nebraska Department of Correctional Services

Employment

News

Cornhusker State Industries

Federal Surplus

Inmate Locator

- Institutions
- Programs
- Policies
- **Frequent Questions**
- Administration
- Capital Punishment

Frequent Questions

Telephone

1. It is the policy of the Department of Correctional Services 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 communication with their attorneys 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.
2. Rates are not established by the Department of Correctional Services. Rates are approved by the Public Service Commission. Time of day and mileage parameters along with applicable surcharges determine the cost of a call. Calls are billed in one (1) minute increments.
3. Inmate Calling System will not recognize standard answering machines or privacy features. Having these features will cause the telephone system to automatically cut off incoming calls from institutional facilities. Families and inmates may try to coordinate calling times on both sides, so connections can be made.
4. To address telephone blocks, the public may contact 1-800-844-6591. Some telephone blocks may also be initiated by customers in the community with their own phone company. The local service carrier should be contacted for removal of this type of block. When a block is accidentally put on by a family member, it can be removed one time by contacting the superintendent/warden/or designee in writing, requesting same (including their name, address and phone number and inmate name and number).

[Back to Frequent Questions](#)

Go to...



Nebraska Department of Correctional Services
P.O. Box 94661
Lincoln, NE 68509-4661
(402) 471-2654

