



POLICY and PROCEDURES
Commonwealth of Pennsylvania • Department of Corrections

Policy Subject:

Automated Inmate Telephone System

Policy Number:

DC-ADM 818

Date of Issue:

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Authority:

Signature on File

Jeffrey A. Beard, Ph.D.

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I. AUTHORITY

The Authority of the Secretary of Corrections to direct the operation of the Department of Corrections is established by Sections 201, 206, 506, and 901-B of the Administrative Code of 1929, 71 P.S. §§61, 66, 186, and 310-1, Act of April 9, 1929, P.L. 177, No. 175, as amended.

II. APPLICABILITY

This policy is applicable to all facilities operated under the jurisdiction of, or conducting business with the Department of Corrections.

III. POLICY

It is the policy of the Department to grant inmates the privilege of legitimate telephone communications with individuals in the community, while at the same time protecting society from harm, including but not limited to, criminal activity, harassment, threats, and intimidation using the inmate telephone system.¹

IV. PROCEDURES

Section 1 – General Procedures

The inmate telephones may be used to place collect calls to a telephone number in the North American Calling Plan, or through pre-paid calls purchased by the inmate. ***In the event an inmate needs to call a number that is not in the North American Calling Plan, and he/she has money in his/her account, the cost of the call shall be tracked after a billing cycle, and the cost shall be debited to his/her account.***

¹ 4-4497, 1-ABC-5D-11, 2-CO-5D-01

A. Inmate Access

1. Telephone system call frequency and duration are based on the custody level for a general population inmate. A custody level 4 inmate is permitted a maximum of three 15 minute calling blocks of time per week. A custody level 3 inmate is permitted a maximum of one 15 minute calling block every day. A custody level 3Y, 2, and 1 inmate is authorized two 15 minute calling blocks of telephone time every day.
2. Multiple calls per time block are permitted. A facility may limit calling frequency below the maximum if the number of inmate telephones available do not allow for sufficient calling blocks of time, and for other operational or security reasons.
3. Calling schedules will be determined by the facility.
4. Telephone privileges for inmates in Restricted Housing Units (RHU), Special Management Units (SMU), and any other specialized housing unit will be governed by Department policy **DC-ADM 801, "Inmate Discipline," DC-ADM 802, "Administrative Custody Procedures,"** and **6.5.1, "Administration of Security Level 5 Housing Units."**
5. Inmate telephone calls are a privilege, which can be curtailed or rescinded by the Unit Manager through the informal resolution of a misconduct in accordance with Department policy **DC-ADM 801**. Inmate telephone calls may also be curtailed or rescinded for administrative or disciplinary reasons by the Hearing Examiner or Facility Manager/designee.

B. Telecommunication Devices for the Hearing Impaired

1. Facilities housing hearing impaired inmates shall provide Telecommunication Devices for the Deaf (TTY/TDDs) to provide communication to or from hearing or speech-impaired persons.²
2. The Pennsylvania Relay Service allows persons to use TTY/TTDs to communicate with hearing impaired and speech-capable persons and vice-versa, through the assistance of specially trained operators.³ The toll free number for operator assistance for placing TTY/TDD calls is 800-855-1155.
3. A remote printer will produce a copy of the conversation for monitoring purposes.
4. An inmate using the TTY/TDD shall be permitted 30 minute calling blocks of time.

² 4-4497

³ 4-4497

C. Restrictions

1. A call on the AITS will be initially announced to the called party as originating from a correctional facility and subject to monitoring and/or recording. Announcements may be made periodically during telephone conversations. There will be no reimbursement for the time consumed by these recorded announcements.
2. An inmate is prohibited from initiating calls to the following:
 - a. an inmate, a former inmate, parolee, probationer, or co-defendant(s) without the written approval of the Facility Manager/designee;
 - b. an employee or former employee of the Department unless requested in writing by the employee/former employee and approved in writing by the Facility Manager/designee;
 - c. a judge, criminal justice official, prosecutor or court administrator without his/her prior written approval;
 - d. a minor unless approved in writing by a parent or legal guardian;
 - e. a victim of the crime for which the inmate is incarcerated unless requested in writing by the victim and approved by the Facility Manager/designee;
 - f. a member of the public who requests in writing to have his/her telephone number call blocked;
 - g. all toll-free and emergency numbers (800, 888, 911) with the exception of toll-free numbers for the Pennsylvania Relay Service for TTY/TDD equipment for the hearing impaired;
 - h. three-way calling, call forwarding, and calls through a call forwarding service using a local phone number;
 - i. placing a call through a multiple long-distance carrier; and
 - j. placing a call to a local, county, state, or federal correctional facility, a Community Corrections Center (CCC), or to an inmate housed there without the prior written approval of officials at both facilities.
3. If written approval is granted for any of the calls listed above, the call shall be monitored.
4. Use of any office telephone or other telephone not specifically designated for an inmate is prohibited except as otherwise provided for under this policy.
5. A telephone number that the facility has reason to believe is being used to violate Department policy or regulations will be call blocked.

6. Use of the same telephone number on multiple IPIN lists at an individual facility is prohibited unless an immediate family relationship can be established. The facility Manager/designee must approve such exceptions in writing.
7. Warning: calls placed to cell phones, or phones of inferior quality may be automatically terminated due to static, adverse weather conditions, or weak signals. If this occurs, there will be no reimbursement for the call set-up fee that is incurred when the number is re-dialed. Likewise, if someone at the called number picks up an extension phone, the call may be automatically terminated, and you will not be reimbursed for the call set-up fee that will be incurred when the number is re-dialed.

D. Procedure for Obtaining Telephone Privileges

1. The inmate will be permitted to place a call on the AITS within 72 hours of initial reception or recommitment as a parole violator. The inmate will be required to have an IPIN to access the system. The length of the call will be automatically limited to 15 minutes. Each facility shall develop procedures to ensure compliance with the time frame requirement.
2. A list of every approved telephone number shall be established during the initial classification period and recorded on the **DC-8A, Inmate Telephone Authorization Form (Attachment A)**. A copy of the **DC-8A** will be kept in the inmate's record. The Diagnostic and Classification Center (DCC) will develop detailed procedures to be followed.
3. The inmate must sign the **DC-8A** verifying that he/she has read, or has had read to him/her, the provisions of this policy. Failure to sign the form will result in denial of inmate telephone privileges.
4. An individual inmate telephone list is limited to 20 **active** telephone numbers.
5. An attorney's telephone number is to be listed separately on the **DC-8A**, and is not counted against the total of 20. The attorney must be representing the inmate and the relationship must be verifiable through the inmate's counselor. The attorney telephone number must be verifiable and will not be subject to recording or monitoring.⁴
6. The complete name, relationship, telephone number, and street address of every person whom the inmate wishes to call must be listed. A P.O. Box may be considered a valid address. An incomplete form will be returned to the inmate without action.
7. The inmate may request to add or delete from his/her approved list of telephone numbers monthly using the **DC-8B, Supplementary Authorized Inmate Telephone Numbers Form (Attachment B)**. A copy of the **DC-8B** will be kept in the inmate's record. Each facility will develop local written procedures detailing

⁴ 4-4274, 4-4275, 1-ABC-3D-02

implementation of this process. The inmate must sign the **DC-8B**, verifying that he/she has read or has had read to him/her the provisions of this policy. Failure to sign the form will result in denial of inmate telephone privileges.

8. The inmate may place calls when he/she receives a computer listing of the telephone numbers which have been entered into the AITS under his/her IPIN.
9. The IPIN number issued to the inmate is considered confidential. The loaning, borrowing, or theft of that number is prohibited and will result with any involved inmate receiving a misconduct.
10. In the event the inmate experiences difficulty in using the AITS after his/her phone numbers have been entered into the AITS computer, a **DC-8C, Telephone System Discrepancy Form (Attachment C)** will be completed to resolve the problem. The form shall be forwarded to the Telephone System Administrator (SA) for resolution. Copies of call detail records will not be provided.
11. The inmate shall be notified in the event the system experiences any malfunctions or becomes inoperable.

E. Payment

1. Telephone calls using the AITS must either be collect in accordance with 66 Pa. C.S. §2907, where the cost of the telephone call must be borne by the called party, or through pre-paid calls purchased by the inmate.
 - a. Pre-paid calls may be purchased in the commissary in \$15, \$25, or \$50 amounts, not to exceed a \$100 limit per week.
 - b. At the time of the inmate's release, his/her pre-paid phone account is deactivated and the remaining balance is determined.
 - c. The inmate will be reimbursed by the facility for the remaining balance of his/her pre-paid phone account along with the balance of his/her commissary account. The refund of the pre-paid phone account will be for the full balance of the account (even if less than \$1.00).
 - d. If the inmate is deceased, a refund will be sent to his/her next-of-kin, consistent with **Subsection V.1.E.b.** of this policy.
2. A call placed under exceptional circumstances as stated in **Subsection F.** of this policy must be collect or paid for by the inmate. A regular facility telephone may be used only when such a call cannot be made on the AITS. Prior to placing a non-collect call, the inmate must sign a cash slip authorizing the deduction from his/her account prior to placing the call. If the inmate is indigent, has no funds currently available and a collect call is not feasible, the cost shall be charged to the inmate's account and the debt will be satisfied as funds are deposited to the inmate's account.

F. Facility Authorized Telephone Calls

1. The Facility Manager/designee may authorize the use of the facility owned telephone system for the following reasons:
 - a. serious illness, hospitalization or death of an immediate family member;
 - b. contact with an attorney regarding a legal matter when the attorney won't accept a collect call;⁵
 - c. contact with an attorney regarding a legal matter which, because of an immediate deadline, cannot be handled in person or via correspondence;⁶
 - d. an extraordinary or unusual circumstance.
2. The inmate placing the call must establish that an actual emergency exists. The staff member authorizing the inmate telephone call must verify the emergency exists prior to placing the call and document the call on a **DC-121, Part 3, Employee Report of Extraordinary Occurrence**, and forward the report to the Security Office and the Facility Manager/designee. In addition, a facility-authorized call is to be monitored by the staff member providing this privilege. If the inmate does not agree to have this phone call monitored he/she will not be granted the privilege of placing a telephone call on the regular telephone system. An attorney phone call shall not be monitored; however, staff will first verify that the call is received by the attorney.
3. A call placed under this section will be recorded by the counselor on the inmate's **DC-14, Cumulative Adjustment Record**.
4. A Department staff member authorizing an inmate phone call to arrange for a ride upon the inmate's release of parole does not need to fill out a **DC-121, Part 3**.

G. Electronic Surveillance

Pursuant to the **Wiretapping and Electronic Surveillance Act, 18 Pa.C.S. §5701, et seq.**, every inmate telephone call is subject to interception, recording, monitoring, and disclosure except those placed to or from an attorney representing an inmate.

⁵ 4-4274

⁶ 4-4274

Section 2 – Automated Inmate Telephone Procedures

A. Scope of System

The inmate telephones may only be used to place collect calls or pre-paid calls purchased by the inmate to a telephone number in the North American Calling Plan.

B. General Access

1. Telephone system call frequency and duration are based on the custody level for general population inmates. Custody level 4 inmates are permitted a maximum of three 15 minute calling blocks of time per week. Custody Level 3 inmates are permitted a maximum of one 15 minute calling block every day. Custody Level 3Y, 2, and 1 inmates are authorized two 15 minute calling blocks of telephone time every day.
2. Placement of inmate telephones will be determined at each facility with provisions to permit access by the disabled.⁷
3. An inmate who is hearing or speech impaired, as determined by the facility medical director, is permitted access to TDD machines.

C. Electronic Surveillance

1. General Information
 - a. Inmate notification of the **Wiretapping and Electronic Surveillance Act, 18 Pa.C.S. §5704 (13)**, requirements shall be accomplished through the completion of the **DC-8A, Inmate Telephone Authorization Form** which contains a notification clause and through the posting of surveillance notices at every inmate telephone location and notification to all persons speaking with an inmate that the call may be recorded or monitored.
 - b. A sign, in English and Spanish, must be posted at all Automated Inmate Telephone System (AITS) telephone locations notifying the user that telephone conversations may be monitored.
 - c. Telephone monitoring/recording equipment shall be located in a secure climate controlled area approved by the Facility Manager/designee. If the recording and monitoring equipment and AITS maintenance function are located in the same room, a secure barrier must be erected to separate them.
 - d. No persons shall be permitted to turn off the recording equipment during the time the AITS is in operation without the authorization of the Secretary/designee.
 - e. All AITS telephone lines must be connected to recording and monitoring equipment.

⁷ 4-4142

- f. The AITS will be programmed to exclude attorney/client phone calls from the provisions of this policy.
- g. The Department will retain the right to record and monitor all inmate telephone calls at its Central Office as well as its facilities.

2. Recording/Monitoring

- a. The actual recordings must be on a medium that is protected from editing or other alterations.
- b. Access to the equipment and its features must be authorized in writing by either the Director of the Office of Professional Responsibility (OPR), Chief of Security, Facility Manager/designee(s). Equipment service personnel must be escorted at all times by an authorized staff member.
- c. A **DC-16A, Recording/Monitoring Area Access Log (Attachment D)**, shall be maintained in the telephone recording/monitoring area. The following information shall be entered into the **DC-16A** each time the telephone recording/monitoring area is accessed:
 - (1) date of entry;
 - (2) time of entry;
 - (3) reason for visit;
 - (4) time of exit;
 - (5) name of person accessing area;
 - (6) agency name;
 - (7) agency division; and
 - (8) individual authorizing access.
- d. Only Department personnel authorized in writing by the Director of the OPR, Chief of Security, Facility Manager/designee(s) shall record/monitor an inmate telephone call or a subsequent copy of a recording of an inmate telephone call.
- e. The following information shall be documented by staff in the **DC-16B, Recording/Monitoring Log (Attachment E)**, when monitoring is performed as part of an investigation or information is developed through random monitoring:
 - (1) time and date;
 - (2) inmate name and number;

- (3) housing unit, telephone location, date and time frame (beginning and ending frame);
 - (4) type of activity detected;
 - (5) name of staff making entry;
 - (6) reason for monitoring; and
 - (7) significant information detected.
- f. Completed copies shall be sent to the appropriate staff (Facility Manager/designee, Deputy Superintendent, Major(s), and Intelligence Captain/Lieutenant) on a need to know basis.
 - g. The telephone recording and monitoring access area shall be used solely for telephone recording and monitoring. Access to the monitoring area by Department staff shall be limited to persons designated in writing by the Director of OPR, Chief of Security, or Facility Manager/designee(s).
3. Divulging
- a. The contents of a recorded/monitored inmate telephone call shall be divulged only when necessary to safeguard the orderly operation of the facility, in response to a court order, or in the prosecution/investigation of any crime.
 - b. Staff is prohibited from discussing or commenting on the contents of any recorded/monitored interception except as noted above.
 - c. Duplication of an AITS recording for dissemination to staff or an outside criminal justice agency shall be authorized in writing by the Director of OPR, Chief of Security, Facility Manager/designee(s). Each duplicate shall contain only the requested conversation(s).
 - d. All requests made to the Department for the purpose of monitoring, recording, and/or duplicating by an outside criminal justice agency shall be submitted in writing to the Director of the OPR, Chief of Security, Facility Manager/designee(s) for authorization. Upon approval, the following additional information shall be included on the approved request:
 - (1) requesting agency/staff identification;
 - (2) reason for the request; and
 - (3) a listing of each conversation recorded and/or listened to by:
 - (a) housing unit;

- (b) telephone location; and
- (c) date and time frame of conversation (beginning and ending frame).

4. Retention/Storage

- a. Evidence recordings shall be stored and secured to ensure availability for subsequent actions. Any telephone recording containing information leading to administrative, investigative, or legal action shall be maintained for a period of three years, or for the duration of the proceedings, whichever is longer. These telephone calls shall be saved to a compact disc (CD) from the computer hard drive.
- b. Recorded media shall be protected from all metal detectors and/or magnets of any form.
- c. Completed logbooks shall be maintained and stored within the Recording/Monitoring access area. Such logbooks shall be regarded as physical evidence and shall be maintained in the chain of custody in accordance with Department policy **6.3.1, "Facility Security."**
- d. A recording that contains information which may be used as evidence shall be labeled as "evidence" and identified with the following information:
 - (1) date;
 - (2) time frame (beginning and ending);
 - (3) telephone location;
 - (4) inmate name and number;
 - (5) recording facility; and
 - (6) name of the person designating the recording as evidence.
- e. Recordings labeled as evidence shall be sealed and stored in an evidence locker specifically designated for this purpose within the CD storage area. Access to the evidence CDs shall be restricted to these employees designated in writing by the Facility Manager/designee.
- f. The AITS log record, generated by the automated system, will be stored with the recording medium.

5. Reporting Procedures

- a. The following information (see list below) shall be submitted on a weekly basis to the Facility Manager/designee and include a brief summary of each incident of pertinent information developed from recording and monitoring. A similar report shall be

submitted to the Secretary/designee for all inmate telephone calls recorded and monitored at Central Office locations. This report shall include, but not be limited to, the following:

- (1) drug trafficking;
- (2) escape;
- (3) extortion;
- (4) Security Threat Group (STG) activity;
- (5) planned criminal activity;
- (6) plans for violence and/or disruption;
- (7) threats to public safety;
- (8) internal investigations; and
- (9) any other topic representing a threat to the safety and security of the facility.

- b. The total number of calls randomly monitored must be recorded daily and summarized monthly. The monthly report shall be forwarded to the facility's Security Office and, if requested, the Department's Central Office Security Division.

6. Training Requirements

- a. Any Department employee who is also an investigative or law enforcement officer (has power of arrest regardless of the jurisdiction) must be certified as required by **18 Pa.C.S. §5724** prior to engaging in any electronic surveillance. The course of training is established by the Attorney General and the Pennsylvania State Police (PSP).
- b. Any Department employee who is also an investigative or law enforcement officer (has power of arrest regardless of the jurisdiction) must be certified as required by **18 Pa.C.S. §5724** prior to engaging in any electronic surveillance. The course of training is established by the Attorney General and the Pennsylvania State Police (PSP).
- c. Personnel authorized to monitor telephone calls shall be instructed and trained in the following areas:
 - (1) the operation of recording and listening devices;
 - (2) preservation and collection of evidence;
 - (3) orientation to applicable state statutes;
 - (4) confidentiality requirements of the system; and

(5) system security.

D. Transfer of Telephone Privileges

1. When an inmate transfers from one facility to another, and in order to eliminate the need for completion of a new **DC-8A** and/or **DC-8B** upon arrival at the new facility, the Records Supervisor shall ensure that a copy of the bus/van manifest is provided to the onsite telephone service administrator/designee the day the inmate arrives.
2. The receiving facilities onsite telephone administrator/designee shall access the AITS, de-activate the inmates account from his/her former facility and activate the inmates account at the new facility.
3. Questions regarding the transfer of inmate telephone data should be directed to the onsite telephone service administrator.

E. Pre-Paid Phone Account Refunds

1. When the inmate is scheduled for release, Inmate Accounting personnel at the facility will contact the onsite phone administrator/designee to terminate the inmate's pre-paid phone account and determine any remaining balance.
2. Inmate Accounting personnel will include the refund amount for pre-paid phone accounts with the pay-off figure for the inmate. The inmate's account will be charged with the total pay-off. Since there is no balance on the account for the pre-paid refund amount, the account will be immediately credited for the amount as a code 14 (Miscellaneous Income) to allow it to be closed out.
3. The facility will reimburse the inmate for the remaining balance of his/her pre-paid phone account. Reimbursement will be for the full balance of the account (even if less than \$1.00).
4. The facility will keep a monthly Pre-Paid Balance Payout Log for reimbursement by the vendor. A **Pre-Paid Balance Payout Reimbursement Report (Attachment F)** will be emailed to the vendor on the last Friday of each month along with a general invoice listing total monthly payouts of pre-paid phone card accounts for reimbursement. The report should include the inmate's name, Department number, date of release, amount of the pre-paid refund (if any), and the refund date. A minimum of \$10.00 will be in effect for any reimbursement to occur. If the monthly amount is less than \$10.00, the amount will roll over to the next month.
5. The vendor will issue a check to each facility for the total amount of pre-paid phone account refunds (if \$10.00 or more).
6. Accounting entries for QuickBooks to establish a receivable and credit the control account at the end of the accounting period include the following:
 - a. 1175 – Shops Receivable (facility name abbreviation); and

- b. 2000 (14) – Inmate Control Account.
- 7. The QuickBooks entries upon receipt of the reimbursement check (or wire transfer) include the following:
 - a. 1000 – Checking Account; and
 - b. 1175 – Shops Receivable (facility name abbreviation).

V. SUSPENSION DURING AN EMERGENCY

In an emergency or extended disruption of normal facility operation, the Secretary, or designee may suspend any provision or section of this policy, for a specific period.

VI. RIGHTS UNDER THIS POLICY

This policy does not create rights in any person nor should it be interpreted or applied in such a manner as to abridge the rights of any individual. This policy should be interpreted to have sufficient flexibility to be consistent with law and to permit the accomplishment of the purpose(s) of the policies of the Department of Corrections.

VII. RELEASE OF INFORMATION AND DISSEMINATION OF POLICY

A. Release of Information

1. Policy

This policy document is public information and may be released upon request.

2. Procedures Manual (if applicable)

The procedures manual for this policy is not public information and shall not be released in its entirety or in part, without the prior approval of the Secretary of Corrections or designee. This manual or parts thereof, may be released to any Department of Corrections employee on an as needed basis.

B. Distribution of Policy

1. General Distribution

The Department of Corrections' policy and procedure manuals (when applicable) shall be distributed to the members of the Central Office Executive Staff, all Facility Managers, and Community Corrections Regional Directors on a routine basis. Distribution to other individuals and/or agencies is subject to the approval of the Secretary of Corrections or designee.

2. Distribution to Staff

It is the responsibility of those individuals receiving policies and procedures, as indicated in the "General Distribution" section above, to ensure that each employee expected or required to perform the necessary procedures/duties is issued a copy of the policy and procedures.

VIII. SUPERSEDED POLICY AND CROSS REFERENCE

A. Superseded Policy

1. Department Policy

- a. DC-ADM 818, Automated Inmate Telephone System, issued March 10, 2005, by Secretary Jeffrey A. Beard, Ph.D.
- b. DC-ADM 818-1, Automated Inmate Telephone System, issued August 31, 2005, by Secretary Jeffrey A. Beard, Ph.D.
- c. DC-ADM 818-2, Automated Inmate Telephone System, issued August 28, 2006, by Secretary Jeffrey A. Beard, Ph.D.
- d. DC-ADM 818-3, Automated Inmate Telephone System, issued October 2, 2006, by Secretary Jeffrey A. Beard, Ph.D.

2. Facility Policy and Procedures

This document supersedes all facility policy and procedures on this subject.

B. Cross Reference(s)

1. Administrative Manuals

- a. DC-ADM 801, Inmate Discipline
- b. DC-ADM 802, Administrative Custody Procedures
- c. 6.3.1, Facility Security
- d. 6.5.1, Administration of Security Level 5 Housing Units

2. ACA Standards

- a. Administration of Correctional Agencies: 2-CO-5D-01
- b. Adult Correctional Institutions: 4-4142, 4-4274, 4-4275, 4-4497
- c. Adult Community Residential Services: None
- d. Adult Correctional Boot Camp Programs: 1-ABC-3D-02, 1-ABC-5D-11

- e. Correctional Training Academies: None
3. Other
- a. Wiretapping and Electronic Surveillance Act, 18 Pa.C.S. §5701, et.Seq.
 - b. Public Utility Code, 66 Pa.C.S. §2907

**DC-ADM 818, Automated Inmate Telephone System
Glossary of Terms**

Attorney – Any person licensed to practice law in any state or federal court and who represents an inmate.

Automated Inmate Telephone System (AITS) – A computer based telephone system, which enables the Department to monitor and control the use of inmate telephones.

Call Block – Placing a restriction on a specific number or series of numbers which prohibits calling those numbers.

Calling Blocks – A calling block is a 15 minute period of time with which an inmate may make phone calls.

Called Number Frequency – The ability to place a limit on the number of times an individual number may be called in any given period.

Call Records – The data storage and retrieval of all calling information.

Compact Disk (CD) – A device used to digitally record a telephone conversation from the hard drive of the AITS.

Department – The Pennsylvania Department of Corrections.

Electronic Surveillance – The interception, recording, monitoring, and/or divulging of inmate telephone calls.

Facility Authorized Telephone Call – Telephone calls placed for inmates by staff on the facility's regular telephone system.

Facility Manager – The Superintendent of a State Correctional facility or State Regional Correctional Facility, Commander of a Motivational Boot Camp, Director of a Community Corrections Center or Director of the Training Academy.

Immediate Family Member – Immediate family members are defined as spouse (includes valid common law), children, parents, grandparents, brothers, sisters, and guardian, aunt or uncle or step relatives in the aforementioned categories with whom the inmate has made his/her home. Such relationships must be verifiable in the inmate's facility records by the counselor.

Inmate Personal Identification Number (IPIN) – The unique set of six digits assigned to individual inmates, which enables them to access the AITS.

Inmate Telephone Authorization (DC-8A) – A Department form completed by inmates listing the name, relationship, telephone number and address of individuals with whom the inmate is requesting to maintain telephonic communications.

Inmate Telephone Authorization Supplement (DC-8B) – A Department form completed by an inmate requesting changes to his/her approved telephone list.

**DC-ADM 818, Automated Inmate Telephone System
Glossary of Terms**

Investigative or Law Enforcement Officer – Any officer of the United States or of the Commonwealth of Pennsylvania or political subdivision thereof, who is empowered by law to conduct investigations of or to make arrests for offenses enumerated in the **Wiretapping and Electronic Surveillance Act, 18 Pa.C.S. §5701 et. Seq.**, and any attorney authorized by law to prosecute or participate in the prosecution of such offense.

Minor – Any person under 18 years of age.

Multiple Long Distance Carriers – Companies which offer long distance calling requiring a five digit code for access.

North American Calling Plan – The area includes all 50 states, Canada and parts of the Caribbean Islands composed of the following with area codes: Bahamas (242), Bermuda (441), Barbados (246), British Virgin Islands (284), Puerto Rico (787) and the U.S. Virgin Islands (340).

Pennsylvania Relay Service – The Pennsylvania Relay Service is a telephone service that allows persons to use TDDs to communicate with hearing and speech-impaired persons and, vice versa, through the assistance of specially trained operators.

Recording Media – A digital audiotape or other electronic recording medium which stores the human voice.

Recording/Monitoring (R/M) – The recording/monitoring of inmate telephone conversations.

Station-to-Station Calling – Enables the caller to speak to any answering party at the number you have asked the Operator to dial.

Text Telephones (TTY/TTDs) – Telecommunications Devices for the Deaf (TDD) are typewriter-like machines that permit hearing or speech-impaired persons to communicate by typing messages back and forth over telephone lines.

Three Way Calling – A telephone company service which adds a third party with a different telephone number to an existing conversation.

**Inmate Telephone Services
Inmate Telephone Authorization Form**

Inmate Name (first/last):	Inmate #:	Date:	Facility:	Housing Unit/Cell #:	Inmate IPIN #:
NUMBER(S) REQUESTED					
(Area Code) Number	Name of Person(s)	Address (include City, State, Zip)	Date of Birth	Relation to You	
1. ()					
2. ()					
3. ()					
4. ()					
5. ()					
6. ()					
7. ()					
8. ()					
9. ()					
10.()					
11.()					
12.()					
13.()					
14.()					
15.()					
16.()					
17.()					
18.()					
19.()					
20.()					
()	Attorney:				
()	Attorney:				
<p>Any telephone call that you make or receive in any state correctional facility, may be intercepted, recorded, monitored, or divulged. The only exception is properly placed telephone calls to or from your attorney. _____ Inmate Signature</p> <p>() All Approved () All Approved Except:</p>					
Remarks:					
Approving Signature:			Title:		Date:

**SUPPLEMENTARY AUTHORIZED INMATE TELEPHONE NUMBERS
Commonwealth of Pennsylvania – Department of Corrections**

IPIN#:	Inmate Name:	Inmate #:	Date:
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1. REMOVAL FROM LIST OF AUTHORIZED INMATE TELEPHONE NUMBERS

Name	Relationship	Telephone #	Address	Date of Birth	Date

2. ADDITIONS TO LIST OF AUTHORIZED INMATE TELEPHONE NUMBERS

Name	Relationship	Telephone #	Address	Date of Birth	Date

3. All Approved:	All Approved Except:
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Any telephone call, which you make or receive in any state correctional facility, may be intercepted, recorded, monitored, or divulged. The only exception is properly placed telephone calls to or from your attorney. _____ Inmate Signature

Remarks:

Approving Signature:	Title:	Date:
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Telephone System Discrepancy Form

Inmate Name:	Inmate Number:
Inmate Housing Unit/Cell Number:	
All information must be completely filled in. Please be specific.	
Telephone Number Called:	Inmate Telephone Used:
Time and Date of Call:	
State exact nature of problem and/or concern: (Please print)	
Please be advised that the following are some reasons that your call may be disconnected:	
<ul style="list-style-type: none">a. Other party accepts a call waiting tone;b. Other party trying to make a three-way call;c. Playing with the buttons, switch hook or receiver during your call;d. Answering machines;e. All 800, 888, and 900 numbers; andf. Any number that does not allow collect calls.	

Signature: _____

Date: _____

Automated Inmate Telephone System Recording/Monitoring Area Access Log

Date of Entry	Time of Entry	Name of Person Accessing Area	Reason for Visit	Agency Name and/or Division	Individual Authorizing Access
	Time of Exit				

**Automated Inmate Telephone System
Record/Monitoring Log Book**

Monitoring Date:	Time:	
Name of Monitor:	Phone # Called	
Inmate Name:	Inmate Number:	

Type of Activity Detected

Drug Trafficking:

Escape:

Date of Recording: _____

Extortion:

Time Frame – Beginning: _____

Security Threat Group Activity:

Ending: _____

Planned Criminal Activity:

Plans for Violence and/or

Disruption:

Threat to Public Safety:

Internal Investigations:

Any other topic representing a threat to the safety and security of the facility:

Reason for Monitoring:
Significant Information:

Prepaid Phone Account Balance Payout reimbursement Report
SCI _____

<u>Inmate Name</u>	<u>Inmate #</u>	<u>Date of Release</u>	<u>Date of Refund</u>	<u>Total Amt Refunded</u>	<u>Facility Code</u>
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