



## Telmate Fines for Three-Way Calls

Aug. 7, 2012

In previous communications, we reminded you that it has been, and continues to be, against Department of Corrections (DOC) rules to conduct three-way calls. In addition to DOC's prohibition on this practice, Telmate charges a **\$25 fine for confirmed three-way calls**. Notice of this fine was posted in laminated signs that Telmate put up near all inmate phone banks, on DOC's Facebook page and website.

Three-way calls are flagged by Telmate's system when there is a request for a call to a third party, or when additional dial tones, keypad tones, ringing, or excessive silence are detected on the call, whether a third party ultimately answers or not. After the call is completed, a live operator verifies on a case-by-case basis if it was an intentional three-way call or an error or accidental dialing.

These rules are not absolute in determining a violation. If the reviewer is not sure, the call should be referred to another party for review. If the call is confirmed as a three-way call, the inmate is notified with a voicemail that a fine will be imposed. This determination is a judgment call and is taken very seriously. If there is any doubt, the call should not be assessed a fine.

Telmate fines the account on the destination number if it has the funds. If it does not have funds, Telmate will fine the inmate phone account. If the inmate has no funds, Telmate imposes a charge on the inmate phone account that will be paid with future deposits.

### **Administrative Review**

If you receive a Telmate fine that you believe is in error, you must appeal this fine to Telmate. It is not a DOC fine. Inmates may dial 2-1-1 and request that the call be reviewed. Friends and families may dial 1-866-516-0115 and request that the call be reviewed. A second Telmate employee will review the recording of the call to verify whether the call was a true three-way call. If it is determined that the fine was imposed in error, the fine will be reversed and you will be informed by voicemail message of the correction to your account.

Please keep in mind that fines imposed by Telmate will be in addition to any DOC sanctions imposed for three-way calls.

If you have questions about fines, please contact Telmate by dialing 1-866-516-0115. Inmates can contact Telmate by dialing 2-1-1.