



New Telephone System Provider

The Department has chosen a new company – Telmate – to provide inmate telephone services. Telmate’s crews will install new phone equipment over the next six weeks, **beginning at SRCI on Monday, May 14, 2012**. There will be no disruption to phone service while the new equipment is being installed. The new telephone system will be activated statewide on July 1, 2012.

RATES

The Department is working on a new rate structure. We will let you know what the new rates are as soon as a decision has been made. The new rates will be fairer and less expensive for friends and families.

SYSTEM FEATURES

- The Telmate system will allow inmates to buy prepaid minutes from their trust account by dialing 411 and following the instructions. The funds will be available within 48 hours.*
- Friends and family can add funds to inmate trust accounts through Telmate’s customer service hotline, through Telmate’s website, or at Telmate’s cash kiosks (more information to come on kiosk locations). The funds will be available within 48 hours.*
- Inmates will have their own customer service hotline and can report problems by dialing 211. Someone from Telmate will look into the problem within an hour of the call and send the inmate a response.
- Friends and family will be able to leave inmates a voicemail message for a small fee. When inmates enter their PIN number, the system will tell them if they have a message.

*These functions will eventually be automated so that funds will be available immediately.

ACCOUNTS

Everyone’s existing pre-approved telephone numbers will be transferred into the Telmate system.

Inmates, friends and family should try to use all funds with VAC (which is now GTL) by June 29, 2012. The Department is working with GTL and Telmate to transfer any money left on current accounts at about 11:59 p.m. on June 30, 2012. **Calls will be free on July 1, 2012 (up to five-minute phone calls) to allow inmates to set up their accounts and notify friends and family.** Inmate balances will be available for phone calls beginning July 2, 2012. Friends and family who do not want their balance transferred to the new Telmate system must request a refund from GTL.

Friends and family can begin setting up accounts with Telmate after June 15, 2012 (this date is subject to change). They can use a debit card, credit card or MoneyGram to purchase minutes. Friends and family may also purchase Green Dot prepaid Visa Cards or MasterCards at locations such as Walmart, Safeway, and Walgreens to purchase minutes.

Telmate’s 24-hour customer service hotline is 866-516-0115.

We will provide updates as this project moves forward. Also, we understand that some of you have been experiencing issues with the current VAC system. The Department has contacted VAC in an effort to resolve those issues. If you continue to experience problems, please contact VAC at 1-800-786-8521.