



Update on Inmate Telephone Service

New Service Provider – Telmate

We recently told you that the Department has chosen Telmate to provide inmate telephone services beginning on July 1, 2012. **Calls will be free on July 1, 2012 (up to five-minute phone calls only) to allow offenders to set up their accounts and notify friends and family.**

Telmate started installing the new phone equipment on May 14, 2012, and are working their way to all of the institutions. Please note that even after the new equipment is installed, the phones will still operate with VAC as the service provider until July 1, 2012. Any issues with phone service quality between now and July 1 should be directed to VAC at 1-800-786-8521. Please refer to the [last notice](#) about the new telephone system for more information about phone features and accounts.

Rates

The Department is pleased to announce that we have reached agreement with Telmate on a flat per minute rate for domestic calls (calls within the United States) and a flat per minute rate for international calls (calls outside of the United States). Telmate only charges for the minutes you use and there are no set up costs or other fees.

Call rates have not changed since 2008 under our current vendor, VAC. All phone providers that DOC evaluated (including VAC) would have resulted in an increase in some rates over the current VAC prices. DOC negotiated with Telmate to achieve a balanced plan for friends and families statewide. No matter what facility an offender lives in, the phone rates will be the same statewide. The new rates (beginning July 1, 2012) are:

- Domestic calls: \$0.16 per minute
- International calls: \$0.50 per minute

The maximum call length will stay 30 minutes. An average inmate call lasts 20 minutes. Here is how the new Telmate rates compare to the current VAC rates.

Call Type - COLLECT	Current VAC Rates	New Telmate Rates
Local Collect Call Example: Salem to Salem	\$2.64 per call 20 minute call = \$2.64 5 minute call = \$2.64	\$0.16 / minute 20 minute call = \$3.20 5 minute call = \$0.80
Intralata Collect Call Example: Salem to Wilsonville, during the daytime	\$1.85 + \$0.11 / minute 20 minute call = \$4.05 5 minute call = \$2.40	\$0.16 / minute 20 minute call = \$3.20 5 minute call = \$0.80
Intrastate Collect Call Example: Lakeview to Salem	\$3.95 + \$0.69 / minute 20 minute call = \$17.75 5 minute call = \$7.40	\$0.16 / minute 20 minute call = \$3.20 5 minute call = \$0.80
Interstate Collect Call Example: Oregon to Washington	\$3.95 + \$0.89 / minute 20 minute call = \$21.75 5 minute call = \$8.40	\$0.16 / minute 20 minute call = \$3.20 5 minute call = \$0.80

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Call Type - DEBIT	Current VAC Rates	New Telmate Rates
Local Debit Call Example: Salem to Salem	\$1.75 per call 20 minute call = \$1.75 5 minute call = \$1.75	\$0.16 / minute 20 minute call = \$3.20 5 minute call = \$0.80
Intralata Debit Call Example: Salem to Wilsonville	\$1.46 + \$0.09 / minute 20 minute call = \$3.26 5 minute call = \$1.91	\$0.16 / minute 20 minute call = \$3.20 5 minute call = \$0.80
Intrastate Debit Call Example: Lakeview to Salem	\$2.35 + \$0.45 / minute 20 minute call = \$11.35 5 minute call = \$4.60	\$0.16 / minute 20 minute call = \$3.20 5 minute call = \$0.80
Interstate Debit Call Example: Oregon to Washington	\$2.35 + \$0.55 / minute 20 minute call = \$13.35 5 minute call = \$ 5.10	\$0.16 / minute 20 minute call = \$3.20 5 minute call = \$0.80
International Debit Call Example: Oregon to Mexico	\$2.00 + \$1.00 / minute (to many countries – some countries are as high as \$5 / minute) 20 minute call = \$22.00 5 minute call = \$7.00	\$0.50 / minute 20 minute call = \$10.00 5 minute call = \$2.50

VAC Issues

The Department understands that some of you have been experiencing issues with the current VAC system. While DOC does not have any control over the telephone lines and service, we have contacted VAC in an effort to get them to resolve those issues. Any issues with phone service and quality between now and July 1, 2012 should be directed to VAC at 1-800-786-8521.

Other Phone Issues

Recently there has been an increase in certain prohibited phone activities. Here are a couple reminders about activities that will get a number blocked or an offender account shut down. Please refer to the Inmate Phone Rule (129_130).

- **Three-Way Calls** occur any time a call is passed on to another location/number while remaining connected to the original number. This is similar to a conference call which is also prohibited. An example is putting two phones on speaker or putting two phones together. Any time there is communication with the person at the third location is considered a three-way call.
- **Forwarded Calls** occur any time a call is passed on to another location/number without the original destination remaining actively connected. This includes using phone forwarding features, phone company rerouting, rerouting services provided by outside companies, and similar services provided by VOIP phone providers.

Stay Tuned

We will provide updates as we move forward. Please check future notices for more information.