



## **MASSACHUSETTS DEPARTMENT OF CORRECTION**

### **PLEASE POST: Implementation of Debit Calling Feature**

To: Inmate Population, Families and Friends of Inmates  
Date: February 1, 2008  
Re: Debit Calling

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Effective **April 7, 2008**, the Global Tel Link inmate calling system will be enhanced to allow for the placement of pre-paid debit phone calls for domestic calls. Upon implementation, the caller will have the choice of making a collect call or a debit call when placing a telephone call. The rates for debit calls will be 25% less than the current calling rates for collect calls. A debit call also cannot be blocked by the lack of third party billing agreements by Competitive Local Exchange Carriers, as sometimes can happen with collect calls.

A pre-paid debit phone account has to be set up prior to making any debit calls. This is to be done by submitting an Institution Charge Slip to the Institution's Treasurer's Office. The charge slip must indicate that the charge is for debit/pre-paid calling and the amount of personal funds to be transferred must also be detailed. You must allow 4-5 days for this transfer to be processed and the GTL debit account established. Once this happens, debit calls will be processed. Submitting an Institution Charge Slip also is the process to replenish/add funding to the debit pre-paid phone account, once it has been established. Institution Charge Slips, for the purpose of setting up a pre-paid telephone account, may be submitted to your institution Treasurer starting **March 11, 2008**.

An Institutional Charge Slip must also be used to **add** funds for pre-paid international calling. An International Debit Request Form must be used to initially establish an international account or to add/change international telephone numbers. The International Debit Request Form must detail international numbers to be called. All international phone calls will continue to be debit only phone calls.

### **TO MAKE A DOMESTIC PHONE CALL, PRE- PAID DEBIT OR COLLECT:**

1. Select a language: Press 1 for English or 2 for Spanish.
2. Enter the 10 digit destination number.
3. Press (1) to make a collect call, press (3) to make a prepaid debit call.
4. Enter your PIN.

**TO MAKE AN INTERNATIONAL PRE-PAID PHONE CALL:**

1. Choose a type of language: Press 1 for English or 2 for Spanish.
2. Enter the international destination number.  
Enter 011+ Country Code + City Code + Number.
3. Press (3) to make a Prepaid Call.
4. Enter your PIN.

At the time of the call, the telephone system will prompt the caller on the balance in the caller's prepaid debit account and the amount the call will cost.

In order to make prepaid debit calls, funds must be transferred to a pre-paid debit account prior to making calls.

As with collect calls, pre-paid debit calls can only be made to numbers on your approved PIN list.

Refunds will be processed by GTL only upon release from custody. Refunds will not be made to active debit accounts. The account must be deactivated for a refund to be processed. Instructions on requesting refunds from GTL will be provided with other release related information upon release from the institution.

**Calling Rates: Collect & Pre-paid Debit:**

**Collect Calls, within Massachusetts: \$.10 per minute, plus \$.86 cent per call surcharge**

**Debit Calls, within Massachusetts: \$.075 per minute, plus \$.65 per call surcharge**

**Collect calls, out of State: \$.69 per minute, plus \$3.00 per call surcharge**

**Debit calls, out of State: \$.52 per minute, plus \$2.25 per call surcharge**

The Advance Pay Program will still be available for families and friends who receive collect calls. There will be no change to the rates charged via the Advance Pay Program.

All existing international calling rates (pre-paid debit) have been reduced by 25%.