



No Cost Phone Calls Implementation *Frequently Asked Questions*

Q: Why is the Department of Correction (DOC) implementing no cost phone calls?

A: Governor Maura Healey recently signed [landmark legislation](#) making Massachusetts the fifth state in the nation to provide calls free of charge in state and county prisons. The elimination of phones charges for incarcerated individuals enhances their ability to maintain connections with family and assists in successful reentry by improving access to support systems. The DOC recognizes that strong support systems are essential to advancing rehabilitation, reducing recidivism, and strengthening community safety.

The DOC has implemented this change across its 14 facilities by the required effective date of December 1, 2023.

Q: What does this decision mean for my loved one living in a DOC facility?

A: Beginning on December 1, 2023, your loved one can make phone calls at no cost to them or you.

Those living in MA DOC custody will use the same [call procedures outlined in the Telephone Access and Use Policy](#). To raise the population's awareness about this change, the DOC issued written notification in November 2023, posted signage in all residential units, and uploaded an alert to everyone's department-issued, educational tablets.

All pre-paid accounts previously used to pay for phone calls with a credit balance on the effective date will be refunded to the incarcerated individual or loved one listed on the account. Specific details regarding these refunds will be forthcoming.

Q: Is there a limit on the number of no cost calls my loved one can make?

A: There is no cap on the number of no cost calls your loved one can make.

Incarcerated individuals will continue to be subject to [the Telephone Access and Use Policy](#), which allows users to designate up to 15 telephone numbers for authorized use (per the policy, 5 of those numbers will be reserved for attorney telephone numbers). Your loved one can make changes to their authorized list at intervals determined by their facility.

Q: What changes does this new policy require in the facilities?

A: DOC anticipates an increase in demand and call volume within each housing unit. DOC has proactively engaged the phone vendor, Securus Technologies, to identify specific locations across the agency that may benefit from additional wall phones.

DOC is also exploring ways to facilitate additional access, including the ability to make calls through tablets.