

Debit Calling-Inmate instructions

The DOC has contracted with the telephone service provider, to test an advanced inmate telephone service at CCCF. The service offers optional calling plans to inmates and their families/friends at discounted rates.

Process: Inmates may prepare a CD-28 and request fund be transferred to their debit account established in their name. To establish a debit account, the inmate must transfer \$25.00 to VAC. After establishing the account, an inmate only needs to transfer \$10.00 minimum at a time. Due to the shortage of staff in DOC Central Trust, CD-28s for transfers of funds to VAC will only be processed once each week.

Features:

- Inmates may call collect or Debit.
- Using the debit feature, numbers that previously could not be called collect may now be called as debit calls.
- By dialing “118” and then the ID/PIN number, an inmate can access their debit balance or the cost of the last call.

Process:

Prepare a CD-28 and direct the payment to:
VAC inc.
Attn: Oregon DOC Debit
(no address needed)

Make sure the minimum required amounts are being transferred.
Submit the CD-28 to your counselor for approval and verification of funds.

Procedure:

- To place a debit call, dial “1” then the area code and seven-digit number you are calling.
- To place a collect call, dial “0” then the area code and seven-digit number you are calling.
- Regardless of the type of call you place, the call receiver will always have to accept the call by pressing the correct number.
- Debit call **charges** start when there is a connection of any type. Collect call **charges** start when the call is accepted.
- To check on fund availability by phone, dial “118”, then your ID/PIN number. Follow the prompts.
- Prior to parole the inmate should use all debit funds. The inmate needs to be responsible for their own account, not DOC.

Rates:

FSH Debit Rates	Setup fee	Each Minute
Local	\$1.75	0
IntraLATA	\$1.46	\$.09

Global TEL-LINK Debit Rates	Setup fee	Each Minute
InterLATA / Intrastate	\$2.35	\$.45
InterLATA / Interstate	\$2.35	\$.55

(The rates listed are discounted and are applicable only if a call is placed as a debit call.)