

Deanne M. O'Dell
717.255.3744
dodell@eckertseamans.com

November 13, 2009

James McNulty, Secretary
PA Public Utility Commission
PO Box 3265
Harrisburg, PA 17105-3265

Re: Luis DeLeon v. Global Tel*Link Corporation
Docket No. C-2008-2080485

Dear Secretary McNulty:

On behalf of Global Tel*Link Corporation enclosed for filing please find the original Motion to Dismiss the Formal Complaint along with the electronic filing confirmation page with regard to the above-referenced matter. Copies have been served in accordance with the attached Certificate of Service.

Sincerely yours,



Deanne M. O'Dell, Esq.

DMO/lww

Enclosure

cc: Luis DeLeon, w/enc.
Hon. Veronica Smith, w/enc.

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

LUIS DeLEON, GS-2958	:	
Complainant	:	
	:	
v.	:	Docket No. C-2008-2080485
	:	
GLOBAL TEL*LINK CORPORATION	:	
Respondent	:	

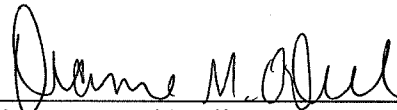
NOTICE TO PLEAD

To:

Luis Deleon GS-2958
State Correctional Institution Huntingdon
1100 Pike Street
Huntingdon, PA 16654-1112

Pursuant to 52 Pa. Code § 5.103, you are hereby notified that Global Tel*Link Corporation (“GTL”) has filed a Motion to Dismiss to which you may answer in writing within twenty (20) days unless otherwise provided in Chapter 5 of Title 52 of the Pennsylvania Code. Your failure to answer will allow the presiding officer to rule on the Motion without a response from you thereby requiring no other proof.

Respectfully submitted,



Deanne M. O'Dell, Esq. Attorney ID 81064
Elizabeth Kreder McCoy, Esq.
Eckert Seamans Cherin & Mellott, LLC
213 Market Street 8th Fl.
PO Box 1248
Harrisburg, PA 17108-1248
717.237.6000

Dated: November 13, 2009

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

LUIS DeLEON, GS-2958	:	
Complainant	:	
	:	
v.	:	Docket No. C-2008-2080485
	:	
GLOBAL TEL*LINK CORPORATION	:	
Respondent	:	

MOTION TO DISMISS THE FORMAL COMPLAINT OF LUIS DELEON

Global Tel* Link Corporation (“GTL”) by and through its counsel, Eckert Seamans, Cherin & Mellot, LLC, and pursuant to 52 Pa. Code §§5.371-5.372, files this Motion to Dismiss the Formal Complaint of Luis DeLeon (“Complainant”) for failure to respond to GTL’s Interrogatories, dated April 24, 2009, and in violation of Prehearing Order No. 1 (“PHO #1”) dated May 29, 2009 which granted GTL’s Motion to Compel and ordered Complainant’s Answer’s to Interrogatories to be served on the Commission Secretary and counsel for GTL, on or before June 22, 2009. In support of this motion, GTL represents as follows:

1. On December 22, 2008, Complainant filed a Formal Complaint with the Commission against GTL and GTL was served with a copy of the Complaint on December 23, 2008.
2. The Complaint alleges: (1) violations of the Telecommunications Act of 1996 and the Public Utility Code; (2) violations of Unfair Trade Practices and Consumer Protection Law; (3) invokes the Clayton Act; (4) alleges violation of the "anti-kick back law;" (5) "further violation by forced monopolized purchases;" (6) deprivation of "their constitutional right to equal protection;" and, (7) claims to "represent a class of individuals of family and friends of

incarcerated people." Complainant seeks injunctive relief allowing third party long distance providers other than GTL, reimbursement for calls that have been disconnected, interrupted between August 1, 2007 through December 24, 2008, and that he and his family be provided with a better long distance rate. (Complaint, at 4.)

3. On January 13, 2009, GTL filed an Answer to the Complaint and Preliminary Objections to the Complaint. GTL denied the material allegations of the complaint and asserted a lack of subject matter jurisdiction over the majority of the issues raised by the Complainant. GTL sought dismissal of the complaint.

4. On January 21, 2009, GTL filed a Motion for Leave to Accept Supplemental Preliminary Objections and Supplemental Preliminary Objections to the Complaint which addressed the impact on this case of a subsequent Commission decision. Complainant did not respond to the Motion.

5. On April 24, 2009, in accordance with 52 Pa. Code § 5.341, GTL sent Complainant Interrogatories and Request for Production of Documents, Set I, seeking information regarding the claims made in his Complaint. In response to the Interrogatories, Complainant filed "Plaintiff's Objections to Respondents Interrogatories Dated April 24th, 2009." Complainant objected on the basis that the Interrogatories were overly broad and burdensome and could not be answered without the documentation requested by the Complainant in his discovery request directed to the Respondent.

6. By pleading dated May 5, 2009, Complainant mailed a Request for Production of Documents to GTL.

7. On May 15, 2009, GTL filed its Motion to Dismiss Objection and Compel answer to Interrogatories of GTL. GTL stated that it had served Complainant with objections regarding

one of Complainant's five requests for Production of documents but that it would answer the remaining requests.

8. On May 26, 2009, GTL provided Complainant with Responses to Request for Production of Documents. (Responses, attached as Exhibit A.)

9. By PHO #1 dated May 29, 2009, Administrative Law Judge Louis G. Cocheres granted in part and denied in part GTL's preliminary objections and motion. . In his order, ALJ Cocheres ordered the Complainant to provide answers to all of the April 24, 2009 GTL Interrogatories by June 22, 2009, provided that he received full and complete answers to his May 5, 2009 interrogatories. In addition, Judge Cocheres dismissed Complainant's objections to GTL's Interrogatories numbered 1 through 6.

10. Despite the fact that Complainant was provided with answers to his interrogatories, GTL has not received any answers to its original Interrogatories, in direct violation of PHO #1.

MOTION FOR SANCTIONS.

11. In addition to PHO #1, the Public Utility Code and the Commission's Regulations require that Complainant answer or otherwise object to GTL's Interrogatories. 66 Pa.C.S. § 333, 52 Pa. Code § 5.342. To date, Complainant has not responded to GTL's Interrogatories. This information is necessary in order for GTL to properly and fully prepare a defense to allegations that Complainant made in the Complaint.

12. The Commission's Regulations at 52 Pa. Code § 5.371 and § 5.372 address the consequences of a participant's failure to comply with the Commission's rules regarding discovery. Section 5.371(a) provides that:

- (a) The Commission or the presiding officer may, on motion, make an appropriate order if one of the following occurs:

- (1) A party fails to appear, answer, file sufficient answers, file objections, make a designation or otherwise respond to discovery requests, as required under this subchapter.

Section 5.372(a)(3) further provides:

- (a) The presiding officer, when acting under § 5.371 (relating to sanctions --general) may make one of the following:

- (3) An order striking out pleading or parts thereof, staying further proceedings until the order is obeyed, or entering a judgment against the disobedient participant or party advising the disobedience.

13. In addition, Section 332(f) of the Public Utility Code, 66 Pa.C.S. § 332(f) provides, in pertinent part:

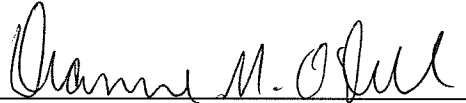
If the actions of a party or counsel in a proceeding shall be determined by the commission, after due notice and opportunity for hearing, to be obstructive to the orderly conduct of the proceeding and inimical to the public interest, the commission may reject or dismiss any rule or order in any manner proposed by the offending party or counsel....

14. The primary source of Complainant's discontent with his prison phone service concerns calls that allegedly, were disconnected or interrupted between August 1, 2007 to December 24, 2008. GTL followed the Commission's discovery procedures in an attempt to obtain specific information regarding these alleged interrupted and disconnected calls, including providing Complainant with the information he claimed was needed to answer GTL's production requests. Nevertheless, Complainant has failed to respond to GTL's discovery request as ordered.

15. Accordingly, because of Complainant's direct violation of PHO #1 and the Commission regulations, GTL requests that the Complaint be dismissed with prejudice.

WHEREFORE, for the reasons set forth above, and in accordance with the applicable provisions of the Public Utility code and the Commission's Regulations, GTL respectfully requests that Your Honor issue an Order that dismisses the Formal complaint filed by Luis DeLeon at Docket No. C-2008-2080485 in its entirety, with prejudice.

Respectfully submitted,



Deanne M. O'Dell, Esq.
Eckert, Seamans, Cherin, Mellot, LLC
213 Market Street, 8th Floor
Harrisburg, PA 17101

Counsel for:
Global Tel*Link Corporation

Dated: November 13, 2009

CERTIFICATE OF SERVICE

I hereby certify that this day I served a copy of Global Tel*Link Corporation's Motion to Dismiss the Formal Complaint of Luis DeLeon upon the persons listed below in the manner indicated in accordance with the requirements of 52 Pa. Code Section 1.54.

VIA FIRST CLASS MAIL

Luis Deleon GS-2958
State Correctional Institution Huntingdon
1100 Pike Street
Huntingdon, PA 16654-1112

Dated: November 13, 2009



Deanne M. O'Dell, Esq.

EXHIBIT A

Deanne M. O'Dell
717.255.3744
dodell@eckertseamans.com

May 26, 2009

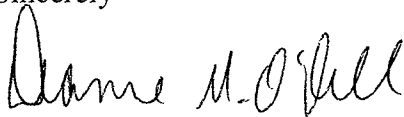
Luis DeLeon GS-2958
State Correctional Institution Huntingdon
1100 Pike St.
Huntingdon, PA 16654

Re: Luis DeLeon v. Global Tel*Link Corporation, Docket No. C2008-2080485

Dear Mr. DeLeon:

On behalf of Global Tel*Link Corporation, enclosed please find its Responses to Request for Production of Documents, with regard to the above-referenced matter.

Sincerely



Deanne M. O'Dell, Esq.

DMO/lww
Enclosure

cc: James McNulty w/cert. of service only

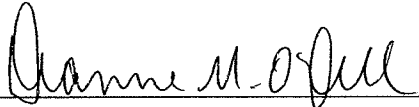
CERTIFICATE OF SERVICE

I hereby certify that this day I served a copy of Global Tel*Link Corporation's Responses to Plaintiff's Request for Production of Documents upon the persons listed below in the manner indicated in accordance with the requirements of 52 Pa. Code Section 1.54.

VIA FIRST CLASS MAIL

Luis DeLeon GS-2958
State Correctional Institution Huntingdon
1100 Pike St.
Huntingdon, PA 16654

Dated: May 26, 2009



Deanne M. O'Dell, Esq.

**GLOBAL TEL*LINK CORPORATION'S RESPONSES TO PLAINTIFF LUIS
DELEON'S REQUEST FOR PRODUCTION OF DOCUMENTS DATED MAY 5, 2009
Docket No. C-2008-2080485**

REQUEST NO. 1: Plaintiff requests that defendant Global Tel*Link present a copy of the bills of the phone numbers that the Plaintiff has called within the past twelve (12) months.

RESPONSE:

Global Tel*Link does not issue any "bills" to inmates.

Response provided by: Tom Fulton, Field Services Manager

**GLOBAL TEL*LINK CORPORATION'S RESPONSES TO PLAINTIFF LUIS
DELEON'S REQUEST FOR PRODUCTION OF DOCUMENTS DATED MAY 5, 2009
Docket No. C-2008-2080485**

REQUEST NO. 2 Plaintiff requests a copy of policy number: DC-ADM818 which is in regards to the Automated Telephone System used by Global Tel*Link Corp. in order to provide service to inmates incarcerated within Pennsylvania.

RESPONSE:

See Attachment A.

Response provided by: Tom Fulton, Field Services Manager

**GLOBAL TEL*LINK CORPORATION'S RESPONSES TO PLAINTIFF LUIS
DELEON'S REQUEST FOR PRODUCTION OF DOCUMENTS DATED MAY 5, 2009
Docket No. C-2008-2080485**

REQUEST NO. 3 Plaintiff requests Inmate Telephone System Call Detail Report for the past twelve (12) months.

RESPONSE:

See Attachment B.

Response provided by: Tom Fulton, Field Services Manager

**GLOBAL TEL*LINK CORPORATION'S RESPONSES TO PLAINTIFF LUIS
DELEON'S REQUEST FOR PRODUCTION OF DOCUMENTS DATED MAY 5, 2009
Docket No. C-2008-2080485**

REQUEST NO. 4 Plaintiff requests a copy of the Completion Codes as-well-as the description of those codes utilized by the Automated Telephone System in order to track inmates calls and the disposition of those calls.

RESPONSE:

See Attachment C.

Response provided by: Tom Fulton, Field Services Manager

**GLOBAL TEL*LINK CORPORATION'S RESPONSES TO PLAINTIFF LUIS
DELEON'S REQUEST FOR PRODUCTION OF DOCUMENTS DATED MAY 5, 2009
Docket No. C-2008-2080485**

REQUEST NO. 5 Plaintiff requests a copy of all complaints concerning inmate telephone complaints within the Pennsylvania Department of Corrections.


OBJECTION:

GTL objects to this request. See Objections dated May 15, 2009.

VERIFICATION

I, Thomas J. Feltus hereby state that the facts set forth are true and correct to the best of my knowledge, information and belief and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa.C.S. § 14904 (relating to unsworn falsification to authorities).

Date: 6/26/09


(Signature)

ATTACHMENT A

Inmate Telephone System

Call Detail Report

From: 05/01/2008 - 00:00:00
 Thru : 05/14/2009 - 23:59:00
 For Both Complete and Incomplete
 Calls

Facility Name: SCI Huntingdon

Facility Code: HUN

Inmate Name	Inmate ID	Trunk	Called Number	Date/Time	Duration	Comp Code	Cost
DELEON,LOUIS	GS2958	30	7178481033	05/05/2008 19:59:52	15	0	\$0.00
DELEON,LOUIS	GS2958	5	7178481033	05/06/2008 13:07:28	15	0	\$0.00
DELEON,LOUIS	GS2958	24	7178481033	05/11/2008 19:46:22	0	11	\$0.00
DELEON,LOUIS	GS2958	31	7178481033	05/11/2008 19:48:03	0	11	\$0.00
DELEON,LOUIS	GS2958	-1	7177931516	05/11/2008 19:48:20	0	5	\$0.00
DELEON,LOUIS	GS2958	-1	7177931519	05/11/2008 19:48:48	0	7	\$0.00
DELEON,LOUIS	GS2958	-1	7177931516	05/11/2008 19:49:07	0	33	\$0.00
DELEON,LOUIS	GS2958	11	7178481033	05/11/2008 19:50:38	0	11	\$0.00
DELEON,LOUIS	GS2958	19	7179276843	05/11/2008 19:52:24	0	11	\$0.00
DELEON,LOUIS	GS2958	30	7178481033	05/11/2008 19:53:44	0	11	\$0.00
DELEON,LOUIS	GS2958	25	7178481033	05/12/2008 20:17:00	15	0	\$0.00
DELEON,LOUIS	GS2958	-1	7178481033	05/14/2008 19:55:50	0	40	\$0.00
DELEON,LOUIS	GS2958	-1	7178481033	05/14/2008 19:56:24	0	40	\$0.00
DELEON,LOUIS	GS2958	25	7178481033	05/14/2008 19:59:35	0	11	\$0.00
DELEON,LOUIS	GS2958	-1	7178481033	05/14/2008 20:00:19	0	40	\$0.00
DELEON,LOUIS	GS2958	-1	7178481033	05/14/2008 20:01:01	0	5	\$0.00
DELEON,LOUIS	GS2958	-1	7178481033	05/14/2008 20:01:51	0	40	\$0.00
DELEON,LOUIS	GS2958	-1	7178481033	05/14/2008 20:03:10	0	40	\$0.00
DELEON,LOUIS	GS2958	-1	7178481033	05/14/2008 20:03:56	0	40	\$0.00
DELEON,LOUIS	GS2958	-1	7179276843	05/14/2008 20:04:25	0	40	\$0.00
DELEON,LOUIS	GS2958	-1	7178481033	05/14/2008 20:05:27	0	40	\$0.00
DELEON,LOUIS	GS2958	-1	7178481033	05/14/2008 20:06:59	0	40	\$0.00
DELEON,LOUIS	GS2958	-1	7178481033	05/14/2008 20:07:46	0	40	\$0.00
DELEON,LOUIS	GS2958	-1	7178481033	05/14/2008 20:08:20	0	40	\$0.00
DELEON,LOUIS	GS2958	-1	7178481033	05/14/2008 20:08:51	0	40	\$0.00
DELEON,LOUIS	GS2958	-1	7178481033	05/14/2008 20:09:16	0	40	\$0.00
DELEON,LOUIS	GS2958	-1	7178481033	05/14/2008 20:10:29	0	40	\$0.00
DELEON,LOUIS	GS2958	-1	7178481033	05/14/2008 20:10:55	0	40	\$0.00
DELEON,LOUIS	GS2958	-1	7178481033	05/14/2008 20:11:19	0	40	\$0.00
DELEON,LOUIS	GS2958	-1	7178481033	05/14/2008 20:11:44	0	40	\$0.00
DELEON,LOUIS	GS2958	-1	7178481033	05/14/2008 20:12:10	0	40	\$0.00
DELEON,LOUIS	GS2958	-1	7178481033	05/14/2008 20:12:30	0	40	\$0.00
DELEON,LOUIS	GS2958	-1	7178481033	05/14/2008 20:13:06	0	40	\$0.00
DELEON,LOUIS	GS2958	-1	7178481033	05/14/2008 20:13:45	0	40	\$0.00
DELEON,LOUIS	GS2958	-1	7178481033	05/14/2008 20:14:07	0	40	\$0.00
DELEON,LOUIS	GS2958	-1	7178481033	05/14/2008 20:14:18	0	40	\$0.00
DELEON,LOUIS	GS2958	-1	7178481033	05/14/2008 20:14:49	0	40	\$0.00
DELEON,LOUIS	GS2958	-1	7178481033	05/14/2008 20:15:15	0	40	\$0.00
DELEON,LOUIS	GS2958	29	7178481033	05/18/2008 19:30:36	15	0	\$0.00
DELEON,LOUIS	GS2958	7	7178481033	05/20/2008 19:48:29	0	11	\$0.00
DELEON,LOUIS	GS2958	11	7178481033	05/20/2008 19:49:31	1	0	\$0.00
DELEON,LOUIS	GS2958	15	7178481033	05/20/2008 19:51:16	15	0	\$0.00
DELEON,LOUIS	GS2958	9	7178481033	05/25/2008 19:39:41	0	11	\$0.00
DELEON,LOUIS	GS2958	15	7178481033	05/25/2008 19:42:02	0	11	\$0.00

Run Date : 05/14/2009

Inmate Telephone System

Run Time : 11:09:18

Call Detail Report

Page 2 of 7

From: 05/01/2008 - 00:00:00
 Thru : 05/14/2009 - 23:59:00
 For Both Complete and Incomplete
 Calls

Facility Name: **SCI Huntingdon** Facility Code: **HUN**

Inmate Name	Inmate ID	Trunk	Called Number	Date/Time	Duration	Comp Code	Cost
DELEON,LOUIS	GS2958	28	7178481033	05/25/2008 19:44:36	0	11	\$0.00
DELEON,LOUIS	GS2958	34	7179826266	05/25/2008 19:45:04	0	10	\$0.00
DELEON,LOUIS	GS2958	12	7178481033	05/25/2008 19:47:14	0	11	\$0.00
DELEON,LOUIS	GS2958	21	7179276843	05/25/2008 19:49:23	0	11	\$0.00
DELEON,LOUIS	GS2958	-1	4105291491	05/25/2008 19:49:42	0	5	\$0.00
DELEON,LOUIS	GS2958	34	7178481033	05/25/2008 19:51:20	0	11	\$0.00
DELEON,LOUIS	GS2958	12	7178481033	05/26/2008 19:52:56	0	11	\$0.00
DELEON,LOUIS	GS2958	18	7178481033	05/26/2008 19:54:20	0	11	\$0.00
DELEON,LOUIS	GS2958	9	7178481033	05/27/2008 19:54:13	15	0	\$0.00
DELEON,LOUIS	GS2958	18	7178481033	05/31/2008 19:41:54	0	11	\$0.00
DELEON,LOUIS	GS2958	-1	7177791516	05/31/2008 19:43:37	0	7	\$0.00
DELEON,LOUIS	GS2958	-1	7177991516	05/31/2008 19:43:59	0	7	\$0.00
DELEON,LOUIS	GS2958	-1	7177791615	05/31/2008 19:44:26	0	7	\$0.00
DELEON,LOUIS	GS2958	33	7178481033	05/31/2008 19:45:44	0	11	\$0.00
DELEON,LOUIS	GS2958	14	7178481033	06/02/2008 11:33:08	13	0	\$0.00
DELEON,LOUIS	GS2958	27	7179276843	06/04/2008 18:57:50	0	11	\$0.00
DELEON,LOUIS	GS2958	31	7179826266	06/04/2008 18:58:30	2	0	\$0.00
DELEON,LOUIS	GS2958	3	7178481033	06/04/2008 19:00:55	15	0	\$0.00
DELEON,LOUIS	GS2958	7	7178481033	06/08/2008 19:53:23	0	11	\$0.00
DELEON,LOUIS	GS2958	13	7178481033	06/08/2008 19:54:14	0	11	\$0.00
DELEON,LOUIS	GS2958	18	7178481033	06/08/2008 19:55:56	0	11	\$0.00
DELEON,LOUIS	GS2958	20	7178481033	06/08/2008 19:57:02	0	11	\$0.00
DELEON,LOUIS	GS2958	27	7178481033	06/08/2008 19:58:18	0	11	\$0.00
DELEON,LOUIS	GS2958	30	7178481033	06/08/2008 19:59:22	0	11	\$0.00
DELEON,LOUIS	GS2958	32	7178481033	06/08/2008 20:00:37	0	11	\$0.00
DELEON,LOUIS	GS2958	37	7178481033	06/08/2008 20:01:46	0	11	\$0.00
DELEON,LOUIS	GS2958	7	7178481033	06/08/2008 20:02:38	0	11	\$0.00
DELEON,LOUIS	GS2958	11	7178481033	06/08/2008 20:03:24	0	11	\$0.00
DELEON,LOUIS	GS2958	14	7179276843	06/08/2008 20:04:23	15	0	\$0.00
DELEON,LOUIS	GS2958	20	7178481033	06/08/2008 20:19:49	15	0	\$0.00
DELEON,LOUIS	GS2958	32	7179276843	06/09/2008 19:42:42	15	0	\$0.00
DELEON,LOUIS	GS2958	32	7179276843	06/09/2008 19:58:03	15	0	\$0.00
DELEON,LOUIS	GS2958	34	7178481033	06/11/2008 19:54:15	15	0	\$0.00
DELEON,LOUIS	GS2958	6	7178481033	06/12/2008 07:02:51	1	0	\$0.00
DELEON,LOUIS	GS2958	8	7178481033	06/15/2008 19:49:44	15	0	\$0.00
DELEON,LOUIS	GS2958	6	7178481033	06/15/2008 20:05:34	9	0	\$0.00
DELEON,LOUIS	GS2958	28	7178481033	06/16/2008 20:07:05	15	0	\$0.00
DELEON,LOUIS	GS2958	13	7179276843	06/16/2008 20:23:09	15	0	\$0.00
DELEON,LOUIS	GS2958	27	7179826266	06/18/2008 20:04:57	0	10	\$0.00
DELEON,LOUIS	GS2958	-1	7179286266	06/18/2008 20:05:06	0	7	\$0.00
DELEON,LOUIS	GS2958	29	7179826266	06/18/2008 20:05:48	2	0	\$0.00
DELEON,LOUIS	GS2958	32	7179826266	06/18/2008 20:07:41	1	0	\$0.00
DELEON,LOUIS	GS2958	28	7178481033	06/22/2008 19:02:10	15	0	\$0.00
DELEON,LOUIS	GS2958	31	7178481033	06/29/2008 19:54:12	15	0	\$0.00

Run Date : 05/14/2009

Inmate Telephone System

Run Time : 11:09:18

Call Detail Report

Page 3 of 7

From: 05/01/2008 - 00:00:00
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Facility Name: SCI Huntingdon Facility Code: HUN

Inmate Name	Inmate ID	Trunk	Called Number	Date/Time	Duration	Comp Code	Cost
DELEON,LOUIS	GS2958	11	7178481033	07/05/2008 19:58:57	15	0	\$0.00
DELEON,LOUIS	GS2958	3	7179276843	07/05/2008 20:14:49	15	0	\$0.00
DELEON,LOUIS	GS2958	16	7178481033	07/06/2008 20:11:27	15	0	\$0.00
DELEON,LOUIS	GS2958	28	7178481033	07/13/2008 19:57:56	15	0	\$0.00
DELEON,LOUIS	GS2958	9	7179276843	07/13/2008 20:14:08	0	11	\$0.00
DELEON,LOUIS	GS2958	31	7178481033	07/14/2008 11:19:02	15	0	\$0.00
DELEON,LOUIS	GS2958	4	7178481033	07/20/2008 14:19:49	15	0	\$0.00
DELEON,LOUIS	GS2958	20	7178481033	07/20/2008 19:33:36	15	0	\$0.00
DELEON,LOUIS	GS2958	14	7172330033	07/26/2008 20:01:10	15	0	\$0.00
DELEON,LOUIS	GS2958	5	7172330033	07/26/2008 20:17:11	15	0	\$0.00
DELEON,LOUIS	GS2958	23	7178481033	07/27/2008 20:04:51	1	0	\$0.00
DELEON,LOUIS	GS2958	30	7178481033	07/27/2008 20:06:36	15	0	\$0.00
DELEON,LOUIS	GS2958	-1	7179276827	07/27/2008 20:21:53	0	7	\$0.00
DELEON,LOUIS	GS2958	35	7179276843	07/27/2008 20:23:32	0	11	\$0.00
DELEON,LOUIS	GS2958	28	7178481033	08/03/2008 19:50:22	0	11	\$0.00
DELEON,LOUIS	GS2958	31	7179276843	08/03/2008 19:52:52	0	11	\$0.00
DELEON,LOUIS	GS2958	37	7178481033	08/03/2008 19:54:45	0	11	\$0.00
DELEON,LOUIS	GS2958	11	7178481033	08/03/2008 19:57:44	0	11	\$0.00
DELEON,LOUIS	GS2958	23	7178481033	08/03/2008 20:00:01	0	11	\$0.00
DELEON,LOUIS	GS2958	31	7179276843	08/03/2008 20:02:13	0	11	\$0.00
DELEON,LOUIS	GS2958	-1	7179826866	08/03/2008 20:02:27	0	7	\$0.00
DELEON,LOUIS	GS2958	9	7178481033	08/03/2008 20:04:18	0	11	\$0.00
DELEON,LOUIS	GS2958	17	7178481033	08/03/2008 20:06:25	15	0	\$0.00
DELEON,LOUIS	GS2958	28	7178481033	08/10/2008 20:08:53	15	0	\$0.00
DELEON,LOUIS	GS2958	14	7179276843	08/10/2008 20:25:46	0	11	\$0.00
DELEON,LOUIS	GS2958	22	7178481033	08/11/2008 20:17:27	0	11	\$0.00
DELEON,LOUIS	GS2958	29	7178481033	08/11/2008 20:19:07	0	11	\$0.00
DELEON,LOUIS	GS2958	-1	7179276843	08/11/2008 20:19:48	0	40	\$0.00
DELEON,LOUIS	GS2958	35	7178481033	08/11/2008 20:21:20	0	11	\$0.00
DELEON,LOUIS	GS2958	13	7178481033	08/17/2008 19:25:51	15	0	\$0.00
DELEON,LOUIS	GS2958	11	7179276843	08/17/2008 20:04:34	15	0	\$0.00
DELEON,LOUIS	GS2958	30	7178481033	08/24/2008 08:33:10	1	0	\$0.00
DELEON,LOUIS	GS2958	25	7178481033	08/24/2008 19:45:00	15	0	\$0.00
DELEON,LOUIS	GS2958	4	7172330033	08/26/2008 07:09:39	0	11	\$0.00
DELEON,LOUIS	GS2958	5	7172330033	08/26/2008 07:11:11	0	11	\$0.00
DELEON,LOUIS	GS2958	7	7172330033	08/26/2008 07:12:52	0	11	\$0.00
DELEON,LOUIS	GS2958	-1	7178481033	08/31/2008 19:27:05	0	40	\$0.00
DELEON,LOUIS	GS2958	21	7178481033	08/31/2008 19:28:25	15	0	\$0.00
DELEON,LOUIS	GS2958	9	7172330033	09/01/2008 19:44:39	0	11	\$0.00
DELEON,LOUIS	GS2958	14	7172330033	09/01/2008 19:46:12	0	11	\$0.00
DELEON,LOUIS	GS2958	37	7172330033	09/03/2008 19:33:31	15	0	\$0.00
DELEON,LOUIS	GS2958	2	7178481033	09/07/2008 19:23:45	3	0	\$0.00
DELEON,LOUIS	GS2958	36	7178481033	09/08/2008 20:18:16	15	0	\$0.00
DELEON,LOUIS	GS2958	33	7178481033	09/16/2008 11:26:59	0	11	\$0.00

Run Date : 05/14/2009

Inmate Telephone System

Run Time : 11:09:18

Call Detail Report

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From: 05/01/2008 - 00:00:00
 Thru : 05/14/2009 - 23:59:00
 For Both Complete and Incomplete
 Calls

Facility Name: SCI Huntingdon Facility Code: HUN

Inmate Name	Inmate ID	Trunk	Called Number	Date/Time	Duration	Comp Code	Cost
DELEON,LOUIS	GS2958	23	7178481033	09/16/2008 19:40:40	0	11	\$0.00
DELEON,LOUIS	GS2958	30	7178481033	09/16/2008 19:41:28	15	0	\$0.00
DELEON,LOUIS	GS2958	36	7172330033	09/16/2008 20:03:00	15	0	\$0.00
DELEON,LOUIS	GS2958	34	7172330033	09/18/2008 18:44:02	15	0	\$0.00
DELEON,LOUIS	GS2958	30	7178481033	09/21/2008 19:05:58	15	0	\$0.00
DELEON,LOUIS	GS2958	16	7178481033	09/29/2008 20:10:56	15	0	\$0.00
DELEON,LOUIS	GS2958	29	7178481033	10/06/2008 20:00:28	15	0	\$0.00
DELEON,LOUIS	GS2958	17	7178481033	10/12/2008 19:29:44	15	0	\$0.00
DELEON,LOUIS	GS2958	7	7178481033	10/20/2008 20:09:30	15	0	\$0.00
DELEON,LOUIS	GS2958	42	7178481033	10/27/2008 19:30:05	15	0	\$5.41
DELEON,LOUIS	GS2958	44	7178481033	10/28/2008 19:42:54	0	11	\$0.00
DELEON,LOUIS	GS2958	42	7178481033	10/28/2008 19:46:46	15	0	\$5.41
DELEON,LOUIS	GS2958	2	7178481033	10/30/2008 19:24:52	15	0	\$0.00
DELEON,LOUIS	GS2958	15	7178481033	11/02/2008 19:40:26	15	0	\$0.00
DELEON,LOUIS	GS2958	-1	7179276843	11/02/2008 20:05:34	0	5	\$0.00
DELEON,LOUIS	GS2958	-1	7179276843	11/02/2008 20:05:55	0	5	\$0.00
DELEON,LOUIS	GS2958	3	7172330033	11/02/2008 20:08:00	0	10	\$0.00
DELEON,LOUIS	GS2958	-1	7179276843	11/04/2008 20:00:52	0	5	\$0.00
DELEON,LOUIS	GS2958	-1	7179276843	11/04/2008 20:02:11	0	5	\$0.00
DELEON,LOUIS	GS2958	-1	7179276843	11/04/2008 20:05:08	0	5	\$0.00
DELEON,LOUIS	GS2958	10	7178481033	11/09/2008 19:25:05	15	0	\$0.00
DELEON,LOUIS	GS2958	16	7178481033	11/13/2008 19:49:31	3	0	\$0.00
DELEON,LOUIS	GS2958	3	7178481033	11/18/2008 19:32:36	15	0	\$0.00
DELEON,LOUIS	GS2958	32	7178481033	11/19/2008 18:18:12	0	11	\$0.00
DELEON,LOUIS	GS2958	-1	7179276843	11/19/2008 18:18:25	0	5	\$0.00
DELEON,LOUIS	GS2958	4	7178481033	11/19/2008 18:53:26	0	11	\$0.00
DELEON,LOUIS	GS2958	15	7178481033	11/25/2008 19:18:25	15	0	\$0.00
DELEON,LOUIS	GS2958	19	7178481033	11/27/2008 19:11:55	14	0	\$0.00
DELEON,LOUIS	GS2958	2	7178481033	12/01/2008 19:33:08	0	10	\$0.00
DELEON,LOUIS	GS2958	6	7178481033	12/01/2008 19:35:24	0	10	\$0.00
DELEON,LOUIS	GS2958	-1	7179276843	12/01/2008 19:35:54	0	5	\$0.00
DELEON,LOUIS	GS2958	13	7178481033	12/01/2008 19:37:32	0	10	\$0.00
DELEON,LOUIS	GS2958	35	7178481033	12/01/2008 20:00:40	0	10	\$0.00
DELEON,LOUIS	GS2958	8	7178481033	12/01/2008 20:20:07	0	10	\$0.00
DELEON,LOUIS	GS2958	8	7178481033	12/02/2008 19:31:13	15	0	\$0.00
DELEON,LOUIS	GS2958	20	7178481033	12/07/2008 19:23:10	15	0	\$0.00
DELEON,LOUIS	GS2958	10	7178481033	12/13/2008 19:41:25	15	0	\$0.00
DELEON,LOUIS	GS2958	17	7178481033	12/20/2008 19:59:34	15	0	\$0.00
DELEON,LOUIS	GS2958	26	7174176784	12/21/2008 19:24:26	2	0	\$0.00
DELEON,LOUIS	GS2958	42	7174600989	12/21/2008 19:27:32	0	11	\$0.00
DELEON,LOUIS	GS2958	38	2348550222	12/21/2008 19:29:42	15	0	\$9.63
DELEON,LOUIS	GS2958	40	7174600989	12/22/2008 18:31:25	0	11	\$0.00
DELEON,LOUIS	GS2958	10	7172330033	12/24/2008 19:21:37	15	0	\$0.00
DELEON,LOUIS	GS2958	33	7178481033	12/25/2008 07:42:42	15	0	\$0.00

Run Date : 05/14/2009

Inmate Telephone System

Run Time : 11:09:18

Call Detail Report

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From: 05/01/2008 - 00:00:00
Thru : 05/14/2009 - 23:59:00
For Both Complete and Incomplete
Calls

Facility Name: **SCI Huntingdon** Facility Code: **HUN**

Inmate Name	Inmate ID	Trunk	Called Number	Date/Time	Duration	Comp Code	Cost
DELEON,LOUIS	GS2958	2	7172330033	12/25/2008 14:26:07	13	0	\$0.00
DELEON,LOUIS	GS2958	17	7174176784	12/25/2008 14:45:24	2	0	\$0.00
DELEON,LOUIS	GS2958	25	7172330033	12/25/2008 18:50:59	2	0	\$0.00
DELEON,LOUIS	GS2958	-1	7172330033	12/25/2008 18:53:07	0	35	\$0.00
DELEON,LOUIS	GS2958	-1	7172330033	12/25/2008 18:53:31	0	35	\$0.00
DELEON,LOUIS	GS2958	-1	7172330033	12/25/2008 18:53:47	0	35	\$0.00
DELEON,LOUIS	GS2958	-1	7172330033	12/25/2008 19:21:03	0	35	\$0.00
DELEON,LOUIS	GS2958	-1	7172330033	12/25/2008 19:21:28	0	35	\$0.00
DELEON,LOUIS	GS2958	-1	7172330033	12/25/2008 19:21:52	0	35	\$0.00
DELEON,LOUIS	GS2958	-1	7172330033	12/25/2008 19:22:01	0	35	\$0.00
DELEON,LOUIS	GS2958	-1	7172330033	12/25/2008 19:22:10	0	35	\$0.00
DELEON,LOUIS	GS2958	46	7174600989	12/26/2008 17:38:43	0	11	\$0.00
DELEON,LOUIS	GS2958	18	7172330033	12/26/2008 17:39:17	0	10	\$0.00
DELEON,LOUIS	GS2958	39	7172330033	12/26/2008 17:40:36	0	11	\$0.00
DELEON,LOUIS	GS2958	22	7178481033	12/28/2008 19:46:20	15	0	\$0.00
DELEON,LOUIS	GS2958	42	7172330033	01/01/2009 19:17:01	0	10	\$0.00
DELEON,LOUIS	GS2958	43	7172330033	01/01/2009 19:18:24	0	11	\$0.00
DELEON,LOUIS	GS2958	-1	7174600989	01/01/2009 19:18:53	0	5	\$0.00
DELEON,LOUIS	GS2958	46	7174600989	01/01/2009 19:19:42	0	11	\$0.00
DELEON,LOUIS	GS2958	32	7178481033	01/04/2009 19:43:20	0	10	\$0.00
DELEON,LOUIS	GS2958	5	7178481033	01/04/2009 19:45:32	0	10	\$0.00
DELEON,LOUIS	GS2958	34	7178481033	01/04/2009 20:00:22	15	0	\$0.00
DELEON,LOUIS	GS2958	35	7178481033	01/10/2009 19:20:20	15	0	\$0.00
DELEON,LOUIS	GS2958	44	7174600989	01/10/2009 20:14:00	0	11	\$0.00
DELEON,LOUIS	GS2958	10	7178481033	01/17/2009 20:12:10	0	10	\$0.00
DELEON,LOUIS	GS2958	11	7178481033	01/17/2009 20:12:39	0	10	\$0.00
DELEON,LOUIS	GS2958	45	7177931516	01/17/2009 20:13:57	15	0	\$5.41
DELEON,LOUIS	GS2958	5	7178481033	01/19/2009 20:08:03	5	0	\$0.00
DELEON,LOUIS	GS2958	13	7178481033	01/26/2009 20:11:35	0	11	\$0.00
DELEON,LOUIS	GS2958	31	7178481033	01/28/2009 19:59:15	15	0	\$0.00
DELEON,LOUIS	GS2958	37	7178481033	02/01/2009 19:34:18	0	10	\$0.00
DELEON,LOUIS	GS2958	2	7178481033	02/01/2009 19:34:40	0	10	\$0.00
DELEON,LOUIS	GS2958	26	7178481033	02/01/2009 20:07:23	15	0	\$0.00
DELEON,LOUIS	GS2958	39	7174600989	02/04/2009 18:44:11	0	10	\$0.00
DELEON,LOUIS	GS2958	43	7174600989	02/04/2009 18:45:10	0	10	\$0.00
DELEON,LOUIS	GS2958	45	2348550222	02/04/2009 18:47:17	0	10	\$0.00
DELEON,LOUIS	GS2958	39	7174600989	02/04/2009 19:22:34	0	10	\$0.00
DELEON,LOUIS	GS2958	39	2348550222	02/04/2009 19:23:55	15	0	\$9.63
DELEON,LOUIS	GS2958	6	7178481033	02/07/2009 19:51:41	15	0	\$0.00
DELEON,LOUIS	GS2958	26	7178481033	02/14/2009 19:15:10	15	0	\$0.00
DELEON,LOUIS	GS2958	7	7178481033	02/22/2009 19:31:12	15	0	\$0.00
DELEON,LOUIS	GS2958	29	7178481033	02/25/2009 18:58:09	15	0	\$0.00
DELEON,LOUIS	GS2958	36	7178481033	02/28/2009 19:56:19	15	0	\$0.00
DELEON,LOUIS	GS2958	22	7178481033	03/08/2009 20:25:25	5	0	\$0.00

Run Date : 05/14/2009

Inmate Telephone System

Run Time : 11:09:18

Call Detail Report

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From: 05/01/2008 - 00:00:00
Thru : 05/14/2009 - 23:59:00
For Both Complete and Incomplete
Calls

Facility Name: SCI Huntingdon Facility Code: HUN

Inmate Name	Inmate ID	Trunk	Called Number	Date/Time	Duration	Comp Code	Cost
DELEON,LOUIS	GS2958	27	7178481033	03/09/2009 20:12:58	0	11	\$0.00
DELEON,LOUIS	GS2958	30	7178481033	03/09/2009 20:14:31	0	11	\$0.00
DELEON,LOUIS	GS2958	25	7178481033	03/12/2009 18:08:20	3	0	\$0.00
DELEON,LOUIS	GS2958	31	7178481033	03/12/2009 18:11:50	15	0	\$0.00
DELEON,LOUIS	GS2958	26	7178481033	03/23/2009 11:14:53	0	11	\$0.00
DELEON,LOUIS	GS2958	28	7178481033	03/23/2009 11:15:55	15	0	\$0.00
DELEON,LOUIS	GS2958	3	7175036088	03/29/2009 19:15:38	0	11	\$0.00
DELEON,LOUIS	GS2958	39	7175036088	03/29/2009 19:17:01	15	0	\$5.41
DELEON,LOUIS	GS2958	32	7178481033	03/29/2009 19:33:08	15	0	\$0.00
DELEON,LOUIS	GS2958	34	7178481033	03/30/2009 11:34:20	15	0	\$0.00
DELEON,LOUIS	GS2958	29	7178481033	04/06/2009 11:31:30	0	11	\$0.00
DELEON,LOUIS	GS2958	32	7178481033	04/06/2009 11:32:52	0	11	\$0.00
DELEON,LOUIS	GS2958	20	7178481033	04/06/2009 20:00:07	15	0	\$0.00
DELEON,LOUIS	GS2958	39	7175036088	04/07/2009 20:02:55	15	0	\$5.41
DELEON,LOUIS	GS2958	3	7178481033	04/09/2009 07:09:55	0	10	\$0.00
DELEON,LOUIS	GS2958	4	7178481033	04/09/2009 07:10:43	2	0	\$0.00
DELEON,LOUIS	GS2958	42	7175036088	04/12/2009 09:09:31	0	10	\$0.00
DELEON,LOUIS	GS2958	8	7178481033	04/12/2009 09:10:27	15	0	\$0.00
DELEON,LOUIS	GS2958	39	7175036088	04/12/2009 09:27:39	0	10	\$0.00
DELEON,LOUIS	GS2958	25	7174585450	04/18/2009 11:27:34	0	11	\$0.00
DELEON,LOUIS	GS2958	-1	4146864042	04/18/2009 11:28:09	0	7	\$0.00
DELEON,LOUIS	GS2958	41	4106864042	04/18/2009 11:30:54	0	10	\$0.00
DELEON,LOUIS	GS2958	44	7174585450	04/18/2009 19:52:28	0	11	\$0.00
DELEON,LOUIS	GS2958	-1	7176864042	04/18/2009 19:52:43	0	7	\$0.00
DELEON,LOUIS	GS2958	33	4106864042	04/18/2009 19:54:46	0	10	\$0.00
DELEON,LOUIS	GS2958	35	7178481033	04/18/2009 19:56:03	0	11	\$0.00
DELEON,LOUIS	GS2958	28	7178481033	04/19/2009 20:06:21	15	0	\$0.00
DELEON,LOUIS	GS2958	45	7174585450	04/19/2009 20:22:14	0	11	\$0.00
DELEON,LOUIS	GS2958	43	7174585450	04/19/2009 20:23:08	0	11	\$0.00
DELEON,LOUIS	GS2958	45	4106864042	04/19/2009 20:25:26	0	10	\$0.00
DELEON,LOUIS	GS2958	34	4106864042	04/19/2009 20:26:58	0	10	\$0.00
DELEON,LOUIS	GS2958	43	7174585450	04/20/2009 19:51:42	15	0	\$5.41
DELEON,LOUIS	GS2958	43	4106864042	04/20/2009 20:08:54	0	10	\$0.00
DELEON,LOUIS	GS2958	46	4436908561	04/20/2009 20:10:23	0	10	\$0.00
DELEON,LOUIS	GS2958	5	7178481033	04/22/2009 11:14:33	0	10	\$0.00
DELEON,LOUIS	GS2958	6	7178481033	04/22/2009 11:16:06	0	11	\$0.00
DELEON,LOUIS	GS2958	40	4106864042	04/24/2009 11:23:58	0	10	\$0.00
DELEON,LOUIS	GS2958	42	4436908561	04/24/2009 11:25:45	0	10	\$0.00
DELEON,LOUIS	GS2958	-1	7178481023	04/26/2009 19:51:56	0	7	\$0.00
DELEON,LOUIS	GS2958	29	7178481033	04/26/2009 19:53:39	0	11	\$0.00
DELEON,LOUIS	GS2958	4	7178481033	04/27/2009 19:44:39	15	0	\$0.00
DELEON,LOUIS	GS2958	27	7178481033	05/03/2009 20:02:13	15	0	\$0.00
DELEON,LOUIS	GS2958	12	7174585450	05/03/2009 20:19:32	0	10	\$0.00
DELEON,LOUIS	GS2958	43	7174585450	05/05/2009 11:27:53	0	10	\$0.00

Run Date : 05/14/2009

Inmate Telephone System

Run Time : 11:09:18

Call Detail Report

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From: 05/01/2008 - 00:00:00
Thru : 05/14/2009 - 23:59:00
For Both Complete and Incomplete
Calls

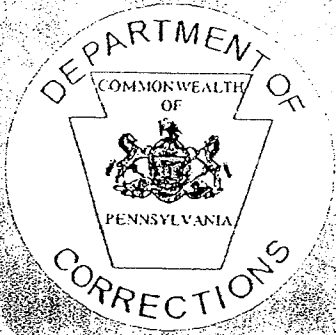
Facility Name: SCI Huntingdon Facility Code: HUN

Inmate Name	Inmate ID	Trunk	Called Number	Date/Time	Duration	Comp Code	Cost
DELEON,LOUIS	GS2958	44	7174585450	05/07/2009 13:24:51	0	10	\$0.00
DELEON,LOUIS	GS2958	18	7174176784	05/07/2009 13:25:25	2	0	\$0.00
DELEON,LOUIS	GS2958	-1	7877942426	05/07/2009 13:28:02	0	47	\$0.00
DELEON,LOUIS	GS2958	-1	7877942426	05/07/2009 13:28:28	0	47	\$0.00
DELEON,LOUIS	GS2958	38	7877942426	05/07/2009 13:29:02	0	10	\$0.00
DELEON,LOUIS	GS2958	31	7178481033	05/10/2009 19:11:04	15	0	\$0.00
DELEON,LOUIS	GS2958	44	2348550222	05/10/2009 20:17:29	0	10	\$0.00
DELEON,LOUIS	GS2958	-1	7178481033	05/11/2009 13:18:57	0	40	\$0.00
DELEON,LOUIS	GS2958	14	7178481033	05/11/2009 13:19:57	15	0	\$0.00
DELEON,LOUIS	GS2958	44	7174585450	05/12/2009 11:15:19	0	10	\$0.00

Total Transactions: 274

Total cost : \$52.00

ATTACHMENT B



POLICY and PROCEDURES
Commonwealth of Pennsylvania • Department of Corrections

Policy Subject: Automated Inmate Telephone System		Policy Number: DC-ADM 818
Date of Issue: September 5, 2007	Authority: Signature on File Jeffrey A. Beard, Ph.D.	Effective Date: September 12, 2007

I. AUTHORITY

The Authority of the Secretary of Corrections to direct the operation of the Department of Corrections is established by Sections 201, 206, 506, and 901-B of the Administrative Code of 1929, 71 P.S. §§61, 66, 186, and 310-1, Act of April 9, 1929, P.L. 177, No. 175, as amended.

II. APPLICABILITY

This policy is applicable to all facilities operated under the jurisdiction of, or conducting business with the Department of Corrections.

III. POLICY

It is the policy of the Department to grant inmates the privileges of legitimate telephone communications with individuals in the community, while at the same time protecting society from harm, including, but not limited to, criminal activity, harassment, threats, and intimidation using the inmate telephone system.¹

IV. PROCEDURES

A. Scope of the System

1. The inmate telephones may be used to place calls to telephone numbers in the North American Calling Plan (*all 50 states, Puerto Rico, Canada, the U.S. Virgin Islands, and other Caribbean Islands*). *Calls to any of the 50 states may be made either collect or with the use of pre-paid minutes purchased at the commissary. Calls to Puerto Rico, Canada, the U.S. Virgin Islands, and other Caribbean Islands must be made pre-paid. Calls to international numbers that*

¹4-4497, 2-CO-5D-01

are not in the North American Calling Plan (NACP) are permitted, however, they must be made pre-paid.

2. *Depending on the call type, the following dialing instructions shall be followed:*
 - a. *0 + area code and number for all domestic collect calls;*
 - b. *1 + area code and number for all domestic and NACP debit calls; and*
 - c. *011 + county and city code for all international debit calls.*

B. Inmate Access

1. Telephone system call frequency and duration are based on the custody level for a general population inmate. A custody level 4 inmate is permitted a maximum of three 15 minute calling blocks of time per week. A custody level 3 inmate is permitted a maximum of one 15 minute calling block every day. A custody level 3Y, 2, or 1 inmate is authorized two 15 minute calling blocks of telephone time every day.
2. Multiple calls per time block are permitted. A facility may limit calling frequency below the maximum if the number of inmate telephones available do not allow for sufficient calling blocks of time, and for other operational or security reasons.
3. Calling schedules will be determined by the facility.
4. Placement of inmate telephones will be determined at each facility with provisions to permit access by the disabled.²
5. Telephone privileges for inmates in Restricted Housing Units (RHU), Special Management Units (SMU), and any other specialized housing unit will be governed by Department policy **DC-ADM 801, "Inmate Discipline," DC-ADM 802, "Administrative Custody Procedures,"** and **6.5.1, "Administration of Security level 5 Housing Units."**
6. Inmate telephone calls are a privilege, which can be curtailed or rescinded by the Unit Manager through the informal resolution of a misconduct in accordance with Department policy **DC-ADM 801**. Inmate telephone calls may also be curtailed or rescinded for administrative or disciplinary reasons by the Hearing Examiner or Facility Manager/designee.

C. Telecommunication Devices for the Hearing Impaired

1. Facilities housing hearing impaired inmates shall provide Telecommunication Devices for the Deaf (TTY/TDDs) to provide communication to or from hearing or speech-impaired persons.³

² 4-4142

2. The Pennsylvania Relay Service allows persons to use TTY/TTDs to communicate with hearing impaired and speech-capable persons and vice-versa, through the assistance of specially trained operators.⁴ The toll free number for operator assistance for placing TTY/TDD calls is 800-855-1155.
3. A remote printer will produce a copy of the conversation for monitoring purposes.
4. A custody level 4 inmate is permitted a maximum of three 30 minute calling blocks of time per week. A custody level 3 inmate is permitted a maximum of one 30 minute calling block every day. A custody level 3Y, 2, or 1 inmate is authorized two 30 minute calling blocks of telephone time every day.

D. Restrictions

1. A call on the AITS will be initially announced to the called party as originating from a correctional facility and subject to monitoring and/or recording. Announcements may be made periodically during telephone conversations. There will be no reimbursement for the time consumed by these recorded announcements.
2. An inmate is prohibited from initiating calls to the following:
 - a. an inmate, a former inmate, parolee, probationer, or co-defendant(s) without the written approval of the Facility Manager/designee;
 - b. an employee or former employee of the Department unless requested in writing by the employee/former employee and approved in writing by the Facility Manager/designee;
 - c. a judge, criminal justice official, prosecutor or court administrator without his/her prior written approval;
 - d. a minor unless approved in writing by a parent or legal guardian;
 - e. a victim of the crime for which the inmate is incarcerated unless requested in writing by the victim and approved by the Facility Manager/designee;
 - f. a member of the public who requests in writing to have his/her telephone number call blocked;
 - g. all toll-free and emergency numbers (800, 888, 911) with the exception of toll-free numbers for the Pennsylvania Relay Service for TTY/TDD equipment for the hearing impaired;
 - h. three-way calling, call forwarding, and calls through a call forwarding service using a local phone number;

³ 4-4497

⁴ 4-4497

- i. placing a call through a multiple long-distance carrier; and
 - j. placing a call to a local, county, state, or federal correctional facility, a Community Corrections Center (CCC), or to an inmate housed there without the prior written approval of officials at both facilities.
3. If written approval is granted for any of the calls listed above, the call shall be monitored. **Exceptions shall be made for calls placed to persons listed in Section D.2.c. above.**
 4. Use of any office telephone or other telephone not specifically designated for an inmate is prohibited except as otherwise provided for under this policy.
 5. A telephone number that the facility has reason to believe is being used to violate Department policy or regulations will be call blocked.
 6. Use of the same telephone number on multiple Inmate Personal Identification Number (IPIN) lists is prohibited unless an immediate family relationship can be established. **In the case of multiple IPIN lists containing the same number due to an immediate family relationship, the Facility Manager/designee must approve such exceptions in writing.**
 7. **Warning:** calls placed to cell phones, or phones of inferior quality may be automatically terminated due to static, adverse weather conditions, weak signals, or **activation of the call waiting feature**. If this occurs, there will be no reimbursement for the call set-up fee that is incurred when the number is re-dialed. Likewise, if someone at the called number picks up an extension phone **or the call waiting feature has been activated**, the call may be automatically terminated, and you will not be reimbursed for the call set-up fee that will be incurred when the number is re-dialed.

E. Procedure for Obtaining Telephone Privileges

1. The inmate will be permitted to place a call on the Automated Inmate Telephone System (AITS) within 72 hours of initial reception or recommitment as a parole violator. The inmate will be required to have an IPIN to access the system. The length of the call will be automatically limited to 15 minutes. Each facility shall develop procedures to ensure compliance with the time frame requirements.
2. A list of every approved telephone number shall be established during the initial classification period and recorded on the **DC-8A, Inmate Telephone Authorization Form (Attachment A)**. A copy of the **DC-8A** will be kept in the inmate's record. The Diagnostic and Classification Center (DCC) will develop detailed procedures to be followed.
3. The inmate must sign the **DC-8A** verifying that he/she has read, or has had read to him/her, the provisions of this policy. Failure to sign the form will result in denial of inmate telephone privileges.

4. An individual inmate telephone list is limited to 20 *active* telephone numbers.
5. An attorney's telephone number is to be listed separately on the **DC-8A**, and is not counted against the total of 20. The attorney must be representing the inmate and the relationship must be verifiable. The attorney telephone number must be verifiable and will not be subject to recording or monitoring.⁵
6. The complete name, relationship, telephone number, and street address of every person whom the inmate wishes to call must be listed. A P.O. Box may be considered a valid address. An incomplete form will be returned to the inmate without action.
7. The inmate may request to add or delete from his/her approved list of telephone numbers monthly using the **DC-8B, Supplementary Authorized Inmate Telephone Numbers Form (Attachment B)**. A copy of the **DC-8B** will be kept in the inmate's record. Each facility will develop local written procedures detailing implementation of this process. The inmate must sign the **DC-8B**, verifying that he/she has had or has read to him/her the provisions of this policy. Failure to sign the form will result in denial of inmate telephone privileges.
8. The inmate may place calls when he/she receives a computer listing of the telephone numbers which have been entered into the AITS under his/her IPIN.
9. The IPIN number issued to the inmate is considered confidential. The loaning, borrowing, or theft of that number is prohibited and will result with any involved inmate receiving a misconduct, *and loss of telephone privileges*.
10. In the event the inmate experiences difficulty in using the AITS after his/her phone numbers have been entered into the AITS computer, a **DC-8C, Telephone System Discrepancy Form (Attachment C)** will be completed to resolve the problem. The form shall be forwarded to the Telephone System Administrator (SA) for resolution. Copies of call detail records will not be provided.
11. The inmate shall be notified in the event the system experiences any malfunctions or becomes inoperable.

F. Payment

1. Telephone calls using the AITS must either be collect in accordance with 66 Pa. C.S. §2907, where the cost of the telephone call must be borne by the called party, or through pre-paid calls purchased by the inmate.
2. Pre-paid calls may be purchased in the commissary in \$15, \$25, or \$50 amounts, not to exceed a \$100 limit per week.

⁵ 4-4274, 4-4275

3. A call placed under exceptional circumstances as stated in **Subsection G.** below, must be collect or paid for by the inmate. A regular facility telephone may be used only when such a call cannot be made on the AITS. Prior to placing a non-collect call, the inmate must sign a cash slip authorizing the deduction from his/her account prior to placing the call. If the inmate is indigent, has no funds currently available and a collect call is not feasible, the cost shall be charged to the inmate's account and the debt will be satisfied as funds are deposited to the inmate's account.
4. Pre-Paid Phone Account Refunds
 - a. When the inmate is scheduled for release, Inmate Accounting personnel at the facility will contact the onsite phone administrator/designee to terminate the inmate's pre-paid phone account and determine any remaining balance.
 - b. Inmate Accounting personnel will include the refund amount for pre-paid phone accounts with the pay-off figure for the inmate. The inmate's account will be charged with the total pay-off. Since there is no balance on the account for the pre-paid refund amount, the account will be immediately credited for the amount as a code 14 (Miscellaneous Income) to allow it to be closed out.
 - c. The facility will reimburse the inmate for the remaining balance of his/her pre-paid phone account. Reimbursement will be for the full balance of the account.
 - d. The facility will keep a monthly Pre-Paid Balance Payout Log for reimbursement by the vendor. A **Pre-Paid Balance Payout Reimbursement Report (Attachment D)** will be emailed to the vendor on the last Friday of each month along with a general invoice listing total monthly payouts of pre-paid phone card accounts for reimbursement. The report should include the inmate's name, Department number, date of release, amount of the pre-paid refund (if any), and the refund date. A minimum of \$10.00, per facility, will be in effect for any reimbursement to occur. If the monthly amount is less than \$10.00, per facility, the amount will roll over to the next month.
 - e. The vendor will issue a check to each facility for the total amount of pre-paid phone account refunds (if \$10.00 or more).
 - f. Accounting entries for QuickBooks to establish a receivable and credit the control account at the end of the accounting period including the following:
 - (1) 1175 – Shops Receivable (facility name abbreviation); and
 - (2) 2000 (14) – Inmate Control Account.
 - g. The QuickBooks entries upon receipt of the reimbursement check (or wire transfer) include the following:
 - (1) 1000 – Checking Account; and
 - (2) 1175 – Shops Receivable (family name abbreviation).

G. Facility Authorized Telephone Calls

1. The Facility Manager/designee may authorize the use of the facility owned telephone system for the following reasons:
 - a. serious illness, hospitalization or death of an immediate family member;
 - b. contact with an attorney regarding an **urgent** legal matter when the attorney won't accept a collect call **and the inmate has no funds available for a pre-paid call**,⁶
 - c. contact with an attorney regarding a legal matter which, because of an immediate deadline, cannot be handled in person or via correspondence;⁷ and
 - d. an extraordinary or unusual circumstance.
2. The inmate placing the call must establish that an actual emergency exists. The staff member authorizing the inmate telephone call must verify the emergency exists prior to placing the call and document the call on a **DC-121, Part 3, Employee Report of Extraordinary Occurrence**, and forward the report to the Security Office and the Facility Manager/designee. In addition, a facility-authorized call is to be monitored by the staff member providing this privilege. If the inmate does not agree to have this phone call monitored he/she will not be granted the privilege of placing a telephone call on the regular telephone system. An attorney phone call shall not be monitored; however, staff will first verify that the call is received by the attorney.
3. A call placed under this section will be recorded by the counselor on the inmate's **DC-14, Cumulative Adjustment Record**.
4. A Department staff member authorizing an inmate phone call to arrange for a ride upon the inmate's release on parole does not need to fill out a **DC-121, Part 3**.

H. Electronic Surveillance

Pursuant to the **Wiretapping and Electronic Surveillance Act, 18 Pa.C.S. §5701, et seq.**, every inmate telephone call is subject to interception, recording, monitoring, and disclosure except those placed to or from an attorney representing an inmate, in accordance with **Section H.1.f.** below.

1. General Information
 - a. Inmate notification of the **Wiretapping and Electronic Surveillance Act, 18 Pa.C.S. §5704 (13)**, requirements shall be accomplished through the completion of the **DC-8A, Inmate Telephone Authorization Form** which contains a

⁶ 4-4274

⁷ 4-4274

notification clause and through the posting of surveillance notices at every inmate telephone location and notification to all persons speaking with an inmate that the call may be recorded and monitored.

- b. A sign, in English and Spanish, must be posted at all AITS telephone locations notifying the user that telephone conversations may be monitored.
 - c. Telephone monitoring/recording equipment shall be located in a secure climate controlled area approved by the Facility Manager/designee. If the recording and monitoring equipment and AITS maintenance function are located in the same room, a secure barrier must be erected to separate them.
 - d. No persons shall be permitted to turn off the recording equipment during the time the AITS is in operation without the authorization of the Secretary/designee.
 - e. All AITS telephone lines must be connected to recording and monitoring equipment.
 - f. The AITS will be programmed to exclude attorney/client phone calls from the provisions of this policy.
 - g. The Department will retain the right to record and monitor all inmate telephone calls at its Central Office as well as its facilities.
2. Recording/Monitoring
- a. The actual recordings must be on a medium that is protected from editing or other alterations.
 - b. Access to the equipment and its features must be authorized in writing by either the Director of the Office of Professional Responsibility (OPR), Chief of Security, Facility Manager/designee(s). Equipment service personnel must be escorted at all times by an authorized staff member.
 - c. A **DC-16A, Recording/Monitoring Area Access Log (Attachment E)**, shall be maintained in the telephone recording/monitoring area. The following information shall be entered into the **DC-16A** each time the telephone recording/monitoring area is accessed:
 - (1) date of entry;
 - (2) time of entry;
 - (3) reason for visit;
 - (4) time of exit;
 - (5) name of person accessing area;

- (6) agency name;
 - (7) agency division; and
 - (8) individual authorizing access.
- d. Only Department personnel authorized in writing by the Director of the OPR, Chief of Security, Facility Manager/designee(s) shall record/monitor an inmate telephone call or a subsequent copy of a recording of an inmate telephone call.
- e. The following information shall be documented by staff in the **DC-16B, Recording/Monitoring Log (Attachment F)**, when monitoring is performed as part of an investigation or information is developed through random monitoring:
- (1) time and date;
 - (2) inmate name and number;
 - (3) housing unit, telephone location, date and time frame (beginning and ending frame);
 - (4) type of activity detected;
 - (5) name of staff making entry;
 - (6) reason for monitoring; and
 - (7) significant information detected.
- f. Completed copies shall be sent to the appropriate staff (Facility Manager/designee, Deputy Superintendent, Major(s), and Intelligence Captain/Lieutenant) on a need to know basis.
3. Divulging
- a. The contents of a recorded/monitored inmate telephone call shall be divulged only when necessary to safeguard the orderly operation of the facility, in response to a court order, or in the prosecution/investigation of any crime.
 - b. Staff are prohibited from discussing or commenting on the contents of any recorded/monitored interception except as noted above.
 - c. Duplication of an AITS recording for dissemination to staff or an outside criminal justice agency shall be authorized in writing by the Director of OPR, Chief of Security, Facility Manager/designee(s). Each duplicate shall contain only the requested conversation(s).

d. All requests made to the Department for the purpose of monitoring, recording, and/or duplicating by an outside criminal justice agency shall be submitted in writing to the Director of the OPR, Chief of Security, Facility Manager/designee(s) for authorization. Upon approval, the following additional information shall be included on the approved request:

- (1) requesting agency/staff identification;
- (2) reason for the request; and
- (3) a listing of each conversation recorded and/or listened to by:
 - (a) housing unit;
 - (b) telephone location; and
 - (c) date and time frame of conversation (beginning and ending frame).

4. Retention/Storage

- a. Evidence recordings shall be stored and secured to ensure availability for subsequent actions. Any telephone recording containing information leading to administrative, investigative, or legal action shall be maintained for a period of three years, or for the duration of the proceedings, whichever is longer. These telephone calls shall be saved to a compact disc (CD) from the computer hard drive.
- b. Recorded media shall be protected from all metal detectors and/or magnets of any form.
- c. Completed logbooks shall be maintained and stored within the recording/monitoring access area. Such logbooks shall be regarded as physical evidence and shall be maintained in the chain of custody in accordance with Department policy 6.3.1, "**Facility Security.**"
- d. A recording that contains information which may be used as evidence shall be labeled as "evidence" and identified with the following information:
 - (1) date;
 - (2) time frame (beginning and ending);
 - (3) telephone location;
 - (4) inmate name and number;
 - (5) recording facility; and
 - (6) name of the person designating the recording as evidence.

- e. Recordings labeled as evidence shall be sealed and stored in an evidence locker specifically designated for this purpose within the CD storage area. Access to the evidence CDs shall be restricted to these employees designated in writing by the Facility Manager/designee.
- f. The AITS log record, generated by the automated system, will be stored with the recording medium.

5. Reporting Procedures

- a. The following information (see list below) shall be submitted on a weekly basis to the Facility Manager/designee and include a brief summary of each incident of pertinent information developed from recording and monitoring. A similar report shall be submitted to the Secretary/designee for all inmate telephone calls recorded and monitored at Central Office locations. This report shall include, but not be limited to, the following:

- (1) drug trafficking;
- (2) escape;
- (3) extortion;
- (4) Security Threat Group (STG) activity;
- (5) planned criminal activity;
- (6) plans for violence and/or disruption;
- (7) threats to public safety;
- (8) internal investigation; and
- (9) any other topic representing a threat to the safety and security of the facility.

- b. The total number of calls randomly monitored must be recorded daily and summarized monthly. The monthly report shall be forwarded to the facility's Security Office and, if requested, the Department's Central Office Security Division.

6. Training Requirements

- a. Any Department employee who is also an investigative or law enforcement officer (has power of arrest regardless of the jurisdiction) must be certified as required by 18 Pa.C.S. §5724 prior to engaging in any electronic surveillance. The course of training is established by the Attorney General and the Pennsylvania State Police (PSP).

- b. Personnel authorized to monitor telephone calls shall be instructed and trained in the following areas:
 - (1) the operation of recording and listening devices;
 - (2) preservation and collection of evidence;
 - (3) orientation to applicable state statutes;
 - (4) confidentiality requirements of the system; and
 - (5) system security.

I. Transfer of Telephone Privileges

- a. When an inmate transfers from one facility to another, and in order to eliminate the need for completion of a new **DC-8A** and/or **DC-8B** upon arrival at the new facility, the Records Supervisor shall ensure that a copy of the bus/van manifest is provided to the onsite telephone service administrator/designee the day the inmate arrives.
- b. The receiving facilities onsite telephone administrator/designee shall access the AITS, de-activate the inmates account from his/her former facility and activate the inmates account at the new facility.
- c. Questions regarding the transfer of inmate telephone data should be directed to the onsite telephone service administrator.

V. SUSPENSION DURING AN EMERGENCY

In an emergency or extended disruption of normal facility operation, the Secretary, or designee may suspend any provision or section of this policy, for a specific period.

VI. RIGHTS UNDER THIS POLICY

This policy does not create rights in any person nor should it be interpreted or applied in such a manner as to abridge the rights of any individual. This policy should be interpreted to have sufficient flexibility to be consistent with law and to permit the accomplishment of the purpose(s) of the policies of the Department of Corrections.

VII. RELEASE OF INFORMATION AND DISSEMINATION OF POLICY

A. Release of Information

This policy document is public information and may be released upon request.

B. Distribution of Policy

1. General Distribution

The Department of Corrections' policy and procedure manuals (when applicable) shall be distributed to the members of the Central Office Executive Staff, all Facility Managers, and Community Corrections Regional Directors on a routine basis. Distribution to other individuals and/or agencies is subject to the approval of the Secretary of Corrections or designee.

2. Distribution to Staff

It is the responsibility of those individuals receiving policies and procedures, as indicated in the "General Distribution" section above, to ensure that each employee expected or required to perform the necessary procedures/duties is issued a copy of the policy and procedures.

VIII. SUPERSEDED POLICY AND CROSS REFERENCE

A. Superseded Policy

1. Department Policy

- a. DC-ADM 818, Automated Inmate Telephone System, issued March 10, 2005, by Secretary Jeffrey A. Beard, Ph.D.
- b. DC-ADM 818-1, Automated Inmate Telephone System, issued August 31, 2005, by Secretary Jeffrey A. Beard, Ph.D.
- c. DC-ADM 818-2, Automated Inmate Telephone System, issued August 28, 2006, by Secretary Jeffrey A. Beard, Ph.D.
- d. DC-ADM 818-3, Automated Inmate Telephone System, issued October 2, 2006, by Secretary Jeffrey A. Beard, Ph.D.

2. Facility Policy and Procedures

This document supersedes all facility policy and procedures on this subject.

B. Cross Reference(s)

1. Administrative Manuals

- a. DC-ADM 801, Inmate Discipline
- b. DC-ADM 802, Administrative Custody Procedures
- c. 6.3.1, Facility Security

d. 6.5.1, Administration of Security Level 5 Housing Units

2. ACA Standards

a. Administration of Correctional Agencies: 2-CO-5D-01

b. Adult Correctional Institutions: 4-4142, 4-4274, 4-4275, 4-4497

c. Adult Community Residential Services: None

d. Adult Correctional Boot Camp Programs: None

e. Correctional Training Academies: None

3. Other

a. Wiretapping and Electronic Surveillance Act, 18 Pa.C.S. §5701, et. Seq.

b. Public Utility Code, 66 Pa.C.S. §2907

DC-ADM 818, Automated Inmate Telephone System (AITS)
Glossary of Terms

Attorney – Any person licensed to practice law in any state or federal court and who represents an inmate.

Automated Inmate Telephone System (AITS) – A computer based telephone system, which enables the Department to monitor and control the use of inmate telephones.

Call Block – Placing a restriction on a specific number or series of numbers which prohibits calling those numbers.

Calling Blocks – A calling block is a 15 minute period of time with which an inmate may make phone calls. 30 minute calling blocks are permitted for inmates who must use the TTY/TDD equipment.

Called Number Frequency – The ability to place a limit on the number of times an individual number may be called in any given period.

Call Records – The data storage and retrieval of all calling information.

Compact Disk (CD) – A device used to digitally record a telephone conversation from the hard drive of the AITS.

Department – The Pennsylvania Department of Corrections.

Electronic Surveillance – The interception, recording, monitoring, and/or divulging of inmate telephone calls.

Facility Authorized Telephone Call – Telephone calls placed for inmates by staff on the facility's regular telephone system.

Facility Manager – The Superintendent of a State Correctional Facility or State Regional Correctional Facility, Commander of a Motivational Boot Camp, Director of a Community Corrections Center or Director of the Training Academy.

Immediate Family Member – Immediate family members are defined as spouse (includes valid common law), children, parents, grandparents, brothers, sisters, and guardian, aunt or uncle or step relatives in the aforementioned categories with whom the inmate has made his/her home. Such relationships must be verifiable in the inmate's facility records by the counselor.

Inmate Personal Identification Number (IPIN) – The unique set of six digits assigned to individual inmates, which enables them to access the AITS.

Inmate Telephone Authorization (DC-8A) – A Department form completed by inmates listing the name, relationship, telephone number and address of individuals with whom the inmate is requesting to maintain telephonic communications.

Inmate Telephone Authorization Supplement (DC-8B) – A Department form completed by an inmate requesting changes to his/her approved telephone list.

DC-ADM 818, Automated Inmate Telephone System (AITS)
Glossary of Terms

Investigative or Law Enforcement Officer – Any officer of the United States or of the Commonwealth of Pennsylvania or political subdivision thereof, who is empowered by law to conduct investigations of or to make arrests for offences enumerated in the **Wiretapping and Electronic Surveillance Act, 18 Pa.C.S. §5701 et. Seq.**, and any attorney authorized by law to prosecute or participate in the prosecution of such offence.

Minor – Any person under 18 years of age.

Multiple Long Distance Carriers – Companies which offer long distance calling requiring a five digit code for access.

North American Calling Plan – The area includes all 50 states, Canada and parts of the Caribbean Islands composed of the following with area codes: Bahamas (242), Bermuda (441), Barbados (246), British Virgin Islands (284), Puerto Rico (787), and the U.S. Virgin Islands (340).

Pennsylvania Relay Service – The Pennsylvania Relay Service is a telephone service that allows persons to use TDDs to communicate with hearing and speech-impaired persons and, vice versa, through the assistance of specially trained operators.

Recording Media – A digital audiotape or other electronic recording medium which stores the human voice.

Recording/Monitoring (R/M) – The recording/monitoring of inmate telephone conversations.

Station-to-Station Calling – Enables the caller to speak to any answering party at the number you have asked the Operator to dial.

Text Telephone (TTY/TTDs) – Telecommunications Devices for the Deaf (TDD) are typewriter-like machines that permit hearing or speech-impaired persons to communicate by typing messages back and forth over telephone lines.

Three Way Calling – A telephone company service which adds a third party with a different telephone number to an existing conversation.

**Inmate Telephone Services
Inmate Telephone Authorization Form**

Inmate Name (first/last):	Inmate #:	Date:	Facility:	Housing Unit/Cell #:	Inmate IPIN #:
(Area Code) Number: Name of Person(s) NUMBER(S) REQUESTED 1. () Address (include City, State, Zip) Date of Birth Relation to You					
2. ()					
3. ()					
4. ()					
5. ()					
6. ()					
7. ()					
8. ()					
9. ()					
10. ()					
11. ()					
12. ()					
13. ()					
14. ()					
15. ()					
16. ()					
17. ()					
18. ()					
19. ()					
20. ()					
()					
()					
Attorney: _____ Attorney: _____ Any telephone call that you make or receive in any state correctional facility, may be intercepted, recorded, monitored, or divulged. The only exception is properly placed telephone calls to or from your attorney. _____ Inmate Signature					
() All Approved () All Approved Except: _____					
Remarks:					
Approving Signature: _____					
					Date: _____

ATTACHMENT C

Completion Codes	Voice Number	Description
SUCCESS	0	Normal Branding
GLOBAL_BLOCK	1	V3025B THE NUMBER YOU HAVE DIALED HAS BEEN RESTRICTED BY THE CORRECTIONAL FACILITY
LOCAL_BLOCK	2	V3025B THE NUMBER YOU HAVE DIALED HAS BEEN RESTRICTED BY THE CORRECTIONAL FACILITY
BEYOND_OP_HOURS	3	V3034 YOUR CALL CANNOT BE PLACED AT THIS TIME
INVALID_COUNTRY_CODE	4	V3022B YOUR CALL CANNOT BE COMPLETED AS DIALED PLEASE CHECK THE NUMBER AND DIAL AGAIN
LIDB_NUMBER_BLOCK	5	V3012 THE PARTY YOU HAVE CALLED IS NOT AUTHORIZED TO RECEIVE COLLECT CALLS
INMATE_NOT_ACTIVE	6	V3131 THE PIN YOU HAVE ENTERED IS INVALID. PLEASE TRY YOUR CALL AGAIN
PHONE_NOT_ON_LIST	7	V3011 THE PHONE NUMBER YOU HAVE DIALED IS NOT ON YOUR LIST
INVALID_SITE	8	V3067 YOU ARE NOT AUTHORIZED CALLS FROM THIS PHONE LOCATION
HUNGUP	9	V3034 YOUR CALL CANNOT BE PLACED AT THIS TIME
RNA	10	V3034 YOUR CALL CANNOT BE PLACED AT THIS TIME
CALL_DECLINED	11	V3034 YOUR CALL CANNOT BE PLACED AT THIS TIME
COLLECT_ATTEMPT_FAILED	12	V3034 YOUR CALL CANNOT BE PLACED AT THIS TIME
DEBIT_ATTEMPT_FAILED	13	V3034 YOUR CALL CANNOT BE PLACED AT THIS TIME
TIMEOUT	14	V3034 YOUR CALL CANNOT BE PLACED AT THIS TIME
VAC_BLOCK	15	V3012 THE PARTY YOU HAVE CALLED IS NOT AUTHORIZED TO RECEIVE COLLECT CALLS
VAC_SUSPENSION	16	V3012 THE PARTY YOU HAVE CALLED IS NOT AUTHORIZED TO RECEIVE COLLECT CALLS
SYSTEM_ERROR	17	V3027 DEBIT SERVER ERROR
CALL_ABENDED	18	V3027 DEBIT SERVER ERROR
ALREADY_ACTIVE_DEBIT	19	V3029 YOU HAVE A CALL ALREADY ACTIVE
HOST_NOT_AVAILABLE	20	V3042 THE SYSTEM IS NOT AVAILABLE AT THIS TIME
DEBIT_CALL_LIMIT_VIOLATION	21	V3030 YOU HAVE EXCEEDED THE NUMBER OF CALLS ALLOWED
COLLECT_CALL_LIMIT_VIOLATION	22	V3030 YOU HAVE EXCEEDED THE NUMBER OF CALLS ALLOWED
DEBIT_MIN_LIMIT_VIOLATION	23	V3031 YOU HAVE EXCEEDED THE NUMBER OF MINUTES ALLOWED
COLLECT_MIN_LIMIT_VIOLATION	24	V3031 YOU HAVE EXCEEDED THE NUMBER OF MINUTES ALLOWED
TIME_BETWEEN_CALLS_VIOLATION	25	V3008 YOU MUST WAIT BEFORE PLACING YOUR NEXT CALL
EXTRADIAL_DIGITS_VIOLATION	26	V3003 YOU ARE NOT AUTHORIZED CALLS FROM THIS AREA
BOP_SUSPENSION	27	V3134 YOUR ACCOUNT HAS BEEN RESTRICTED BY THE CORRECTIONAL FACILITY
NOT_ALLOWED	28	V3134 YOUR ACCOUNT HAS BEEN RESTRICTED BY THE CORRECTIONAL FACILITY
LINE_RESTRICTION_VIOLATION	29	V3067 YOU ARE NOT AUTHORIZED CALLS FROM THIS PHONE LOCATION
SCHEDULE_VIOLATION	30	V3034 YOUR CALL CANNOT BE PLACED AT THIS TIME
CP_BLOCK	31	V3018 THIS NUMBER HAS BEEN BLOCKED AT THE CUSTOMER'S REQUEST
ALREADY_ACTIVE_COLLECT	32	V3029 YOU HAVE A CALL ALREADY ACTIVE
INSUFFICIENT_FUNDS	33	V3130 YOU HAVE INSUFFICIENT FUNDS TO PLACE THIS CALL
CALL_LIMIT_VIOLATION	34	V3030 YOU HAVE EXCEEDED THE NUMBER OF CALLS ALLOWED
MIN_LIMIT_VIOLATION	35	V3031 YOU HAVE EXCEEDED THE NUMBER OF MINUTES ALLOWED
TIME_BETWEEN_DCALLS_VIOLATION	36	V3008 YOU MUST WAIT BEFORE PLACING YOUR NEXT CALL
TRUNK_BLOCKED	37	V3042 THE SYSTEM IS NOT AVAILABLE AT THIS TIME
ALL_TRUNKS_BLOCKED	38	V3042 THE SYSTEM IS NOT AVAILABLE AT THIS TIME
INVALID_NPANXX	39	V3022B YOUR CALL CANNOT BE COMPLETED AS DIALED. PLEASE CHECK THE NUMBER AND DIAL AGAIN
GTE_LIDB_NETWORK_ERROR	40	V3012 THE PARTY YOU HAVE CALLED IS NOT AUTHORIZED TO RECEIVE COLLECT CALLS
GTE_LIDB_ACCOUNT_NOT_FOUND	41	V3012 THE PARTY YOU HAVE CALLED IS NOT AUTHORIZED TO RECEIVE COLLECT CALLS
GTE_LIDB_COLLECT_RESTRICTED	42	V3012 THE PARTY YOU HAVE CALLED IS NOT AUTHORIZED TO RECEIVE COLLECT CALLS
INVALID_STATION_NUMBER	43	V3067 YOU ARE NOT AUTHORIZED CALLS FROM THIS PHONE LOCATION
STATION_DISABLED	44	V3067 YOU ARE NOT AUTHORIZED CALLS FROM THIS PHONE LOCATION
INQUIRY_REQUEST_PAC_IN_USE	45	V3003 YOU ARE NOT AUTHORIZED CALLS FROM THIS AREA
INQUIRY_REQUEST_INVALID_PAC	46	V3003 YOU ARE NOT AUTHORIZED CALLS FROM THIS AREA
NATIONWIDE_BLOCK	47	V3025B THE NUMBER YOU HAVE DIALED HAS BEEN RESTRICTED BY THE CORRECTIONAL FACILITY
CLEC_BLOCK	48	V3012 THE PARTY YOU HAVE CALLED IS NOT AUTHORIZED TO RECEIVE COLLECT CALLS
RESERVED_49	49	V3003 YOU ARE NOT AUTHORIZED CALLS FROM THIS AREA
TEL_SCHEDULE_VIOLATION	50	V3043 THE SYSTEM IS NOT AVAILABLE FOR DEBIT CALLING. PLEASE TRY YOUR CALL AGAIN LATER
ALL_CIRCUITS_BUSY	51	V3042 THE SYSTEM IS NOT AVAILABLE AT THIS TIME
CIRCUIT_TYPE_BUSY	52	V3042 THE SYSTEM IS NOT AVAILABLE AT THIS TIME