



STATE OF ALASKA DEPARTMENT OF CORRECTIONS  POLICIES & PROCEDURES	SECTION: Institutions		PAGE: 1 of 5
	CHAPTER: 810	NUMBER: 810.01	P&P TYPE: Public
	TITLE: Prisoner Access to Telephones		
	APPROVED BY:  Nancy A. Dahlstrom, Commissioner		DATE: 06/09/2020
ATTACHMENTS / FORMS: A. Privileged Organizations Designation List		AUTHORITY / REFERENCES: AS 33.30.231 22 AAC 05.530 DOC P&P 808.03 DOC P&P 809.02	

POLICY:

- I. It is the policy of the Department of Corrections (DOC) to have in place uniform procedures to allow all prisoners reasonable access to telephones.
- II. It is the policy of the Department to limit, monitor, or record prisoner telephone calls when the security and order of the institution are at risk and to protect the public.
- III. The DOC Commissioner may ban certain types of prisoner telephone calls or telephone features that threaten institution security, the safety of a person, or the protection of the public, such as conference calls or call forwarding, so long as reasonable telephone access is maintained. A judge may authorize the use of a DOC banned call type or telephone feature to facilitate a prisoner’s participation in a court or agency hearing.

APPLICATION:

This policy will apply to all DOC employees and inmates.

DEFINITIONS:

Three-Way Communication

Telephone calls where: there are initially two (2) parties to the call, and then additional parties are added by means of a conference feature or similar method, including but not limited to; a party relays a message via text or similar technology on behalf of the caller; a party posts messages or comments on behalf of the caller to a social media site; or the dialogue is broadcast through or to social media sites, such as Facebook Live or Snap Chat.

PROCEDURES:

- I. Access and Use of Telephones:
 - A. Telephone Access:
 - 1. All prisoners will be issued a Personal Identification Number (PIN) upon remand. Enrollment in

SUPERCEDES POLICY DATED:	05/24/2018
THIS POLICY NEXT DUE FOR REVIEW ON:	06/08/2025

SECTION: Institutions		PAGE: 2 of 5
CHAPTER: 810	NUMBER: 810.01	P&P TYPE: Public
TITLE: Prisoner Access to Telephones		

the Voice Biometric system will be required before a prisoner may use the telephone, following completion of the booking process.

2. Prisoners in general population and administrative segregation shall have reasonable telephone access as determined by the Superintendent. A general population or administrative segregation prisoner's telephone access may be limited or suspended by:
 - a. A disciplinary tribunal and/or hearing officer as punishment for a disciplinary infraction according to DOC P&P 809.02 (Prohibited Conduct and Penalties); or
 - b. The Superintendent based upon an individualized determination that the prisoner's telephone use threatens institutional security, the safety of a person, the protection of the public, or otherwise constitutes telephone misuse, such as unlawful victim contact or harassment.
3. Prisoner telephone calls to the following agencies may not be recorded or restricted, even when the prisoner's telephone access has been limited or suspended under A. 2., above:
 - a. An attorney;
 - b. The courts for scheduled hearings;
 - c. The Alaska Office of the Ombudsman;
 - d. The Alaska State Troopers (AST);
 - e. The Alaska State Commission for Human Rights (ASCHR); and
 - f. The Prison Rape Elimination Act (PREA) hotline.
4. A prisoner whose telephone privileges are limited or suspended in connection with placement in administrative segregation or by disciplinary action may only challenge those restrictions in the administrative segregation or disciplinary appeal processes.
5. A prisoner whose telephone privileges are limited or suspended by an individualized determination may only challenge those restrictions by filing a grievance pursuant to DOC P&P 808.03 (Prisoner Grievances).

B. Privileged Telephone Contacts:

1. Attorneys or agencies that wish to have their telephone contact numbers registered as privileged may contact the Prisoner Telephone System Account Manager. *There is a link on DOC's Web page under: "Quick Links-Inmate Phone System-Attorney Information."*

SUPERCEDES POLICY DATED:	05/24/2018
THIS POLICY NEXT DUE FOR REVIEW ON:	06/08/2025

SECTION: Institutions		PAGE: 3 of 5
CHAPTER: 810	NUMBER: 810.01	P&P TYPE: Public
TITLE: Prisoner Access to Telephones		

2. The Prisoner Telephone System Account Manager will maintain a master list of all approved privileged numbers.

C. Prohibited Phone Calls:

Except as specifically authorized by the Superintendent (e.g., telephonic court or administrative agency hearings where the judge or hearing officer authorizes the prisoner to participate telephonically from prison), prisoners are prohibited from making phone calls that use, directly or indirectly, the following features:

1. Three-way communication;
2. Call-forwarding, whether permanent or temporary;
3. Collect long-distance calls made through an operator rather than through the automated phone system in place;
4. Calls to toll-free numbers, except as authorized by the Superintendent and prisoner phone system contract manager;
5. Calls to 900 or similar numbers for which special, additional charges apply;
6. Calls using calling cards or PINs not issued directly by the institution;
7. Calls using another prisoner's PIN;
8. Calls billed to credit cards or third parties; or
9. Calls to media representatives that have not been previously authorized and approved through the Department's Public Information Officer (PIO).

D. Administrative Segregation:

Prisoners in administrative segregation must request to use the telephone in accordance with institutional Standard Operating Procedures (SOP).

E. Punitive Segregation:

Prisoners in punitive segregation are limited to telephone calls to attorneys, the courts for scheduled hearings, and the Ombudsman's Office. Prisoners in punitive segregation must request to use the telephone in accordance with institutional SOPs.

F. Prisoner-to-Prisoner Calls:

SUPERCEDES POLICY DATED:	05/24/2018
THIS POLICY NEXT DUE FOR REVIEW ON:	06/08/2025

SECTION: Institutions		PAGE: 4 of 5
CHAPTER: 810	NUMBER: 810.01	P&P TYPE: Public
TITLE: Prisoner Access to Telephones		

Prisoner to prisoner telephone calls are prohibited except for telephone calls between prisoners who are immediate family members:

1. The Superintendent may authorize calls between family members at their discretion.
2. Calls between prisoners may also be allowed on a case-by-case basis when specifically ordered by the court.

G. Long Distance Calls:

The Department is not required to pay for long-distance telephone calls, even for indigent prisoners or prisoners who are immediate family members. Prisoners must call all long-distance numbers collect unless otherwise authorized by the Superintendent.

H. Restricting Numbers:

Called numbers may be restricted for the following reasons:

1. If any three-way communication is detected;
2. The caller attempts to contact a witness in a criminal or civil case either directly or indirectly;
3. Friend or family request;
4. Caller exhibits harassing or verbally abusive behavior;
5. The caller uses a PIN that has not been issued directly to him or her;
6. Caller contacts or attempts to contact a victim either directly or indirectly; and
7. Discussion of any criminal activity by either the caller or called party.

II. Telephone Calls to Legal Representatives:

- A. The Department shall ensure that telephone calls to attorneys can be made during normal office hours.
- B. The Department may not restrict the number of attorneys a prisoner may call.
- C. The Department shall implement a system by which attorneys may leave messages for prisoners via facsimile or via e-mail. Each Superintendent shall implement this system via SOPs:
 1. These messages shall be delivered to the appropriate prisoner once per day, except on weekends and holidays;

SUPERCEDES POLICY DATED:	05/24/2018
THIS POLICY NEXT DUE FOR REVIEW ON:	06/08/2025

SECTION: Institutions		PAGE: 5 of 5
CHAPTER: 810	NUMBER: 810.01	P&P TYPE: Public
TITLE: Prisoner Access to Telephones		

2. These messages are not confidential; and
3. Except as authorized by the Superintendent, facsimile and e-mail messages are limited to two (2) pages.

III. Telephone Calls After Arrest:

- A. Immediately after an arrest, a prisoner shall have the right to telephone or otherwise communicate with an attorney and any relative or friend.
- B. The prisoner must call collect or otherwise pay for all long-distance telephone calls. All local calls will be free of charge.
- C. The Shift Commander shall allow combative and incapacitated prisoners to use the telephone only when their conduct does not threaten themselves, others, or the safety and security of the institution.

IV. Monitoring and Recording of Telephone Calls:

- A. Except as noted in section I. A. 3., above, and as designated by the Commissioner via the *Privileged Organizations Designation List* (Attachment A); all calls may be monitored and recorded at any time.
- B. Calls to designated privileged organizations may not be monitored and recorded, except when authorized by the Commissioner or by court order.
- C. Each Superintendent will ensure that the prisoner handbook lists procedures for calling attorneys, the Ombudsman or other designated privileged organizations to avoid recording or monitoring.
- D. A notice that all calls may be monitored and recorded must be posted near each prisoner telephone.

###

SUPERCEDES POLICY DATED:	05/24/2018
THIS POLICY NEXT DUE FOR REVIEW ON:	06/08/2025