

# HAVING T-MOBILE TROUBLE?

## LET'S WORK TOGETHER!

The Department of Corrections is aware that T-Mobile and Boost Mobile customers may be experiencing difficulties with receiving calls from AICs due to T-Mobile's spam filters. T-Mobile is investigating the issue.

### There are currently two workarounds:

- You can call T-Mobile customer service and request the number associated with the prison is removed from the spam blocked list. For general help, dial 611 from your T-Mobile phone, or call 1-800-937-8997.
- You can also download the "Scam Shield App" which should be a T-Mobile application. From the application, you can add the number yourself you want allowed.

If you have the scam shield app, turn it off and/ or manually add the phone number to the list of approved callers. Double check that your phone does not have "filter unknown callers" enabled.

### If you are experiencing an emergency, contact the facility directly:

DOC FACILITIES	PHONE NUMBER
Coffee Creek Correctional Facility	1-503-570-6400
Columbia River Correctional Institution	1-971-273-1989
Deer Ridge Correctional Institution	1-458-230-5136
Eastern Oregon Correctional Institution	1-541-304-2132
Oregon State Correctional Institution	1-971-273-1992
Oregon State Penitentiary	1-971-273-1993
Powder River Correctional Facility	1-541-406-0107
Santiam Correctional Institution	1-971-273-1991
Snake River Correctional Institution	1-541-709-5093
South Fork Forest Camp	1-971-341-3203
Two Rivers Correctional Institution	1-541-626-0029
Warner Creek Correctional Facility	1-541-407-1299