

DOC reviews unexpected inmate phone call rate increases

The Oregon Department of Corrections received multiple complaints from inmates and inmate families, Feb. 1, 2011, that phone call rates had increased.

As a result, department staff contacted the inmate phone contract administrator and the service provider. It was discovered that the service provider had in fact made a rate change, effective Feb. 1.

Below is a description of the rate changes. As you can see, rates have increased on some types of phone calls and decreased on other call types.

Type of call	Old per call set-up fee/ per minute rate	30 min. call	New per call set-up fee/ per minute rate	30 min.
Collect Local	\$2.64	\$2.64	\$2.35 / .09	\$5.05
Collect IntraLata (Inside the LATA)*	1.85 / .07 to .11	\$5.15	\$2.35 / .25	\$9.85
Collect IntraState (Portland LATA to Boise or Eugene LATA)	\$3.95 / .69	\$24.65	\$2.35 / .35	\$12.85
Collect InterState (out of state)	\$3.95 / .89	\$30.65	\$2.35 / .45	\$15.85
Debit Local	\$1.75	\$1.75	\$2.35 / .09	\$5.05
Debit IntraLata (Inside the LATA)	\$1.46 / .09	\$4.16	\$2.35 / .25	\$9.85
Debit IntraState (Portland LATA to Boise or Eugene LATA)	\$2.35 / .45	\$15.85	\$2.35 / .35	\$12.85
Debit InterState (out of state)	\$2.35 / .55	\$18.85	\$2.35 / .45	\$15.85
International Calls	No Change in Rates.			

We apologize that inmate-families were not notified about fee increase ahead of time, and as soon as more information becomes available, we will let you know.

DOC will continue to review the situation to determine if any steps can be taken to reduce costs of affected phone call types. We will work to ensure any future rate changes are communicated to the department, inmates and inmate families prior to them taking effect.

* LATA: Local Area Transport Area