



# Oregon

John Kitzhaber, MD, Governor

Department of Corrections

Operations Division

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**Date:** October 30, 2012

**Subject:** Video Interactive Phone Calls – Pilot Program

## **Introducing VIP Calls (aka Video Visiting)**

The department will begin a Video Interactive Phone Call pilot program at SRCI and WCCF on Nov. 1, 2012. VIP calls will allow family and friends to visit with inmates by using their personal computer, laptop, or tablet. Inmates will use video kiosks in the institutions to see and talk to family and friends.

This activity will function as a phone call so that no visiting points will be charged, calls can take place outside of normal visiting hours, and calls can take place with people who are not on an inmate's approved visiting list (but they must be on the inmate's personal authorized number list).

## **Scheduling**

- Inmates or friends and family can schedule a VIP call through Telmate. Family and friends can schedule a VIP call by visiting [www.telmate.com](http://www.telmate.com) and creating a profile, or they can schedule a VIP call at any Telmate kiosk. Inmates can schedule a VIP call using the video phone itself.
- There are two types of scheduling: reservations and requests.
  - A reservation locks in the VIP call for a specific day and time, and funds are automatically deducted.
  - A request must be accepted by the receiver before the VIP call is scheduled; funds are deducted once the request has been accepted. But, if someone else makes a reservation before the request has been accepted, the request will no longer be valid.
- If a friend or family member requests a VIP call with an inmate, it is best to leave a voicemail letting the inmate know a request has been made. The inmate will then need to log in to their account on the video kiosk phone (using their Telmate pin number) in order to accept it. If an inmate requests a VIP call with a friend or family member, the friend or family member will need to log in to their Telmate account in order to accept it.
- A list of the day's VIP call reservations will display on the video screen each day.
- VIP calls must be reserved or accepted at least 24 hours in advance.
- VIP calls can only be scheduled in 30 minute increments – calls can last for less than 30 minutes, but will be charged for the full 30 minutes.
- Inmates will not be allowed to schedule VIP calls during work or programming times.
- Each institution will determine when inmates will have access to VIP call kiosks.

## **Pricing**

- VIP calls cost \$0.66 per minute. Either inmates or friends and family members can pay for VIP calls through their prepaid Telmate phone account. There must be sufficient funds for a full 30-minute call (\$19.80) in order for one to be scheduled.
- VIP calls that are cancelled at least 24 hours in advance are eligible for a refund.
- VIP calls that are shortened due to technical difficulties with Telmate equipment on site (not on the friend/family end), are eligible for a refund of remaining minutes.

## **Rules**

VIP calls are subject to the Oregon Administrative Rule on inmate telephones ([OAR 291-130](#)). Please take the time to review the rule. A few things to remember:

- Call participants wearing clothing with messages, holding up signs, displaying nudity, or behaving sexually is prohibited.
- Any activity that poses a threat to the safety and security of the facility or that facilitates criminal activity is prohibited.
- Three-way calls are prohibited.
- Multiple friends and family members at the same location taking part in a VIP call is allowed.
- Calls can be terminated at any time for inappropriate use, and VIP call privileges can be suspended.

## **Contact**

For questions about VIP calls, inmates may dial 211# from any Telmate phone. Friends and family may contact Telmate customer service at 866-516-0115 and should ask for a visitation specialist.