



# OREGON DEPARTMENT OF CORRECTIONS

## Change of correctional communication systems vendor (Telmate to CenturyLink)

The Oregon Department of Corrections (DOC) is in the process of transitioning its correctional communication system (phones, video kiosks, and tablets) to a new vendor, CenturyLink. This transition will be staggered across our 14 institutions.

The planned schedule for the change to CenturyLink:

**Week 1:** DRCI, CRCI

**Week 2:** SFFC, OSP, TRCI

**Week 3:** EOCI, SCI, MCCF, OSCI, SCCI

**Week 4:** WCCF, SRCI, PRCF, CCCF

Week 1 is set to start **Wednesday, June 3, 2020**. Please keep in mind this schedule is subject to change.

## What you need to know and how to take action

STEP 1: Visit [https://www.centurylinkcorrections.com/facilities/or\\_doc.html](https://www.centurylinkcorrections.com/facilities/or_doc.html) for all the details on rates, fees, restrictions, and more.

STEP 2: **The funds on your Telmate/GTL will not transition to CenturyLink.** Contact Telmate/GTL directly at 1-866-516-0115 to request a refund of any remaining balance on your Telmate/GTL accounts. (The funds on AIC accounts at the time their facility changes to CenturyLink will automatically transition to their new account with CenturyLink.)

STEP 3: [Validate your phone number](#) with CenturyLink's billing agent ICSolutions.

STEP 4: Set up a prepaid account through ICSolutions by calling 1-888-506-8407 or [visiting their website](#).

DOC is aware this will be a significant change, but we are doing everything possible to minimize the impact the switch will have on your communication with friends and family members.