

CALLED PARTY PROMPTS

A. DEBIT CALL: *“Except for 90 series attorney calls, this call may be monitored or recorded. I have a prepaid call from <offender’s name> at a Colorado State Correctional Facility. To accept dial ‘5’ and wait for connection, to refuse hang up.”*

B. COLLECT CALL: *“VAC has a collect call for you. Except for 90 series attorney calls, this call maybe monitored or recorded. You have a collect call from <offender name> at a Colorado State Correctional Facility. If you wish to accept and pay for this call dial ‘5’ now and wait for connection, to refuse this call hang up.”* The called party will also be given a number to call to block future calls. The called party will have the option to press a number to block calls of this nature.

C. At random intervals a recording will play: *“This call is from a Colorado State Correctional Facility.”*

OFTEN THE '5' TONE ON THE CALLED PARTY'S PHONE IS NOT LOUDER THAN THE CIPS RECORDING. THE CALLED PARTIES SHOULD WAIT UNTIL THE CIPS RECORDING IS OVER TO PRESS '5'.

LENGTH OF CALLS:

The maximum allowed length of any call is 20 minutes

SPECIAL HOUSING AREAS:

Access to telephone and length of calls will be in accordance with facility/office policies.

INTERNATIONAL CALLS:

International numbers will be identified by a speed dial number beginning with '7' and can only be called debit.

PURCHASING PHONE TIME:

Phone time is purchased by the offender in even dollar increments through the DOC Canteen.

ACCOUNT INQUIRIES:

For phone account or specific call inquiries, write to CIPS.

RECONCILIATION REPORTS:

A CIPS account Reconciliation Report is distributed each month to offenders who have had debit activity.

COLLECT CALLING ISSUES:

To resolve a collect block, the called party must contact VAC at 1-800-913-6097. V-Connect program allows one 1-minute complimentary phone call.

TTY USAGE:

TTY calls are placed through a case manager; use must comply with AR850-12.

Three-way Calling, Conference-Type Calling, Call Forwarding, Remote Call Forwarding, or using a local cell phone number to call long distance are NOT ALLOWED

CIPS DEBIT CALL RATES

EFFECTIVE July 1, 2008

All in-state calls	
Surcharge	\$1.25
Rate per minute	\$0.13
All out-of-state calls	
Surcharge	\$2.00
Rate per minute	\$0.13

CIPS COLLECT CALL RATES

All in-state calls	
Surcharge	\$2.75
Rate per minute	\$0.23
All out-of-state calls	
Surcharge	\$3.95
Rate per minute	\$0.89



CIPS

**COLORADO
DEPARTMENT OF
CORRECTIONS
INMATE PHONE
SYSTEM**



Published by CCI Canteen Services - CIPS
P.O. Box 1010
Canon City, CO 81215-1010
719-269-4262
Additional Information can be found in DOC AR850-12

**DOC TIPS: To contact the DOC
confidential toll-free number
through a CIPS phone dial:
1-877-DOC-TIPS-0 (362-8477-0)**

DEFINITIONS:

CIPS: Colorado Inmate Phone System – acronym for the DOC offender phone program.

COLLECT CALL: A call in which the called party pays all charges for the call.

DEBIT CALL: A call in which the offender pays all charges for the call.

PIN: A ten-digit number consisting of a six-digit DOC number (with a filler zero or zeroes if needed before the DOC number) and a randomly generated individual four-digit PIN.

SPEED DIAL NUMBER: A list of approved numbers stored in CIPS on an offender phone account. All speed dial numbers are two-digits.

TTY: Teletypewriter for hearing impaired offenders, or offenders communicating with a hearing impaired outside contact.

OFFENDER PHONE LIST FORM:

- Lists must be submitted to and all numbers approved by Case Manager.
- The form must be completed in its entirety, including complete name, physical address where the phone number terminates, complete phone number, and, if necessary, for prompts to play in Spanish.
- The maximum number of approved telephone numbers is fifteen (15).
- Changes to lists will be allowed every thirty (30) days, computed as thirty days from the date the offender signed the last form.
- The physical address where the phone number terminates must correspond to the area code and prefix of the phone number.
- Calls to “toll free”, such as 800, 877, 888, 900, numbers are not allowed.
- Lists that are illegible or unable to be electronically scanned will be returned without processing.

Submitting fraudulent information on any of the forms associated with CIPS will result in COPD charges and loss of the telephone privilege.

CALLING INSTRUCTIONS:

1. Lift receiver and at dial tone, dial 6-digit DOC number, 4-digit PIN immediately followed by the 2-digit speed dial number. Offenders with less than 6 digits in their DOC number must enter a zero or zeroes before their DOC number to make it 6 digits. The 4-digit PIN must be correct. The 2-digit speed dial must be on their list. There can be no pauses between the 12 digits.
2. If PIN and speed dial are correct, the system prompts: *“For a debit call dial 1, for a collect call dial 2”*.
3. The system will prompt the offender to state their name. This will be recorded and played on all subsequent calls. The system may occasionally record the name again. Offenders must state only their name and not a message. The called parties cannot pass a message and then not accept the call.
4. The system then plays the prompt: *“Thank you”* or *“Your call is being processed”*.
5. For debit calls, if there is not enough money in the offender’s phone account to place a minimum 3-minute call, the system will prompt: *“You have insufficient funds to make this call”*.
6. If the last call placed has not completed processing, the system will advise the account is already in use.
7. Account balances are accessed by dialing the DOC + PIN + 00 (zero zero). The offender will then be prompted to dial ‘1’ for account balance or ‘2’ for the cost of the last debit call.

Prompts or recordings are not included in the time the call is considered active.

PHONE SYSTEM PROMPTS:

A. *“The PIN you have entered is invalid; please try your call again”*. The DOC, PIN and speed dial entered were not recognized by the system. See Calling Instructions.

B. *“Your account has been restricted by the correctional facility”*. Phone privileges are restricted.

C. *“The number you are calling is blocked by VAC”*. A telephone company has blocked collect calls to the number being called.

G. *“SIT” Tone or beep*. The first beep indicates to the offender and called party that 1-minute is remaining on the call; the second beep indicates there are 30-seconds remaining.

DEBIT POSITIVE ACCEPTANCE:

Debit calls must be accepted by a ‘5’ tone; except 90 series debit attorney calls which are automatically connected.

If a call is answered by an answering machine, voice mail, music or a recording, hang up. If the “beep” or tone of the answering machine or voice mail or music is the same as a ‘5’ tone and connects the call, the call is considered complete and the charges will stand. Leave a message or call back when someone will be there to accept the call.

LEGAL CALLS:

If an offender provides the Attorney Registration (Bar) Number, with the business address and phone number of their attorney, calls will be unrecorded and unmonitored. When CIPS has verified the information the speed dial will be changed to a number beginning with 9, such as 90. Debit calls to these numbers will not require positive acceptance and will automatically connect allowing an offender to input up to 4 additional digits if reaching an automated attendant. Debit calls which connect with an answering machine or voice mail will not be eligible for credit. Collect 90 series attorney calls will still require the called party press 5 to accept as they must agree to pay for the call.