



## COLORADO DEPARTMENT OF CORRECTIONS

CHAPTER: Offender Personnel

SUBJECT: Telephone Regulations for Offenders

RELATED STANDARDS: ACA Standards  
2-CO-5D-01, 4-4271, 4-4272,  
4-4275, 4-4281-7, 4-4497, and  
4-4497-1

EFFECTIVE DATE: July 15, 2008

SUPERSESION: 12/01/07

OPR: DCI

REVIEW MONTH: September

Aristedes W. Zavaras  
Executive Director

## I. POLICY

***It is the policy of the Department of Corrections (DOC) to permit offenders reasonable access to telephones [2-CO-5D-01] to maintain essential community, family, and legal contact. [4-4275] [4-4497] Contracts involving telephone services for offenders will comply with all applicable state and federal regulations. [4-4497-1]***

## II. PURPOSE

***The purpose of this administrative regulation is to set forth the guidelines for governing offender telephone contact with family members and community resources. [2-CO-5D-01]***

## III. DEFINITIONS

- A. Branding: System notification to the called party that a call is originating from a state correctional facility.
- B. CIPS: Colorado Inmate Phone System - An acronym given to the DOC offender phone program.
- C. CIPS Input Operator: A person at a DOC facility/office responsible for entering information into CIPS.
- D. Collect Call: A call in which the called party pays all of the charges for the call.
- E. Debit Call: A call in which the offender pays all the charges for the call.
- F. DOC Employee: Someone who occupies a classified, full or part-time, position in the State Personnel System in which the Department has affect over pay, tenure, and status.
- G. INTER-LATA: A call from one area code to another area code within the state of Colorado.

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- H. INTRA-LATA: A call from one area code to a number in the same area code that is not defined as a local call.
- I. Local Call: The geographic location of the caller (offender) and the called party determines whether a call will be classified as local. Local calls are from one area code to a number in the same area code that is defined as local (in distance) by the local exchange carrier.
- J. Offender Telephone Coordinator: The person identified to coordinate and manage CIPS for all facilities and offices.
- K. Personal Identification Number (PIN): A ten-digit number assigned to an offender's CIPS account that allows the offender access to the telephone system. The first six digits are the offender's DOC number and the last four digits are randomly generated code numbers. If an offender's DOC number is less than six digits the PIN is preceded by a zero(es).
- L. Positive Acceptance: Required action by the called party in order to complete call connection.
- M. Speed-Dial Number: A list of numbers stored in CIPS that can be accessed to place local, long distance, or international telephone calls. This system allows the telephone user to dial a two-digit number which connects the caller with the approved telephone number.
- N. Teletypewriter (TTY): Portable units that communicate telephonically through the utilization of keyboards and readout screens which make telephone conversations accessible to hearing impaired offenders.

#### IV. PROCEDURES

##### A. Guidelines

1. Maintaining contact with the community via telephone is a PRIVILEGE afforded to those offenders who demonstrate a willingness to conduct themselves in a responsible and mature manner.
2. Disciplinary sanctions may be imposed for the abuse or misuse of telephone privileges.
3. ***All telephone calls by offenders, with the exception of properly placed legal calls, are subject to recording and/or monitoring by DOC employees. [4-4275]*** Notice of the potential for monitoring shall be posted on or near offender telephones. (See section IV.L., "Legal Calls.")

##### B. Call Routing

1. The only calls allowed will be to the numbers provided on the approved "Offender Phone List" (Attachment "A").

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2. At the time a call is placed, the offender may be given a prompt to dial “1” for debit or “2” for collect. The offender makes the choice whether the call is routed as a debit call or a collect call.
3. All calls will be branded as originating from a state correctional facility. Debit calls will be announced as being prepaid. Collect calls will be announced as being collect. All calls, debit and collect, except attorney numbers entered with 90 series speed dial numbers, will require positive acceptance by the called party.

C. Phone Lists

1. All offenders who participate in CIPS must submit a completed CIPS “Offender Phone List” (Attachment “A”). The current “Offender Phone List” (AR form 850-12A) attached to this AR must be used. The CIPS “Offender Phone List” must be filled out in its entirety, and include a list of names of the persons being called, relationship, physical address where the phone number terminates, and a complete telephone number. Nicknames, slang, or abbreviations will not be accepted and supporting documentation may be required if the information submitted cannot be verified. The terminating physical address state must correspond to the state area code and prefix of the telephone number; no exception will be allowed that circumvents the contracted rates. A CIPS list that is illegible or is unable to be electronically scanned will be returned to the offender without processing.
2. Offenders shall indicate on the “Offender Phone List” form if the system recordings should be in Spanish. If not indicated otherwise, all recordings will be in English.
3. Phone numbers utilizing remote call forwarding are not allowed as the terminating number because they cannot be identified or verified. The maximum number of approved telephone numbers will be 15. Case managers shall ensure that the offender’s victim(s) or other numbers deemed inappropriate are not included on the offender’s authorized phone list. Inappropriate contacts may include, but are not limited to, individuals who are likely to have a detrimental effect on the offender or present a security threat. Following approval from the case manager, each individual form will be directed to the CIPS input operator for inclusion in CIPS.
4. The CIPS “Offender Phone List” form will be used to make any changes to the offender’s telephone account. A copy of the form will be retained in the offender’s working file and one copy will be returned to the offender when all entries have been made. The original or scanned original, will be retained in the CIPS coordinator/administration office. If an offender wants a phone number removed from their list, the offender must write ‘delete’ or ‘remove’ on the “Offender Phone List” form for that speed dial line. When a phone account is reactivated, any phone numbers that were on the list when the offender account was released will also be reactivated; a phone list form must be submitted to change, add or delete the number. Changes may not be considered active by the offender until the offender receives their copy of the list back.

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5. Changes, additions, or deletions to an offender's phone list will be allowed once every 30 days. This date will be computed as 30 days from the date the offender signed the last CIPS "Offender Phone List" form. The case manager shall ensure the submission of requests complies with this regulation and are forwarded to CIPS in a timely manner. If the date the offender enters is unusable, the case manager's signature date will be used to compute the 30 days. If an offender continues to submit phone list forms before the 30 days and ignore warnings not to do so, the change date will be moved forward to be 30 days from the most recent submitted list, whether that list was entered or not.
6. Offenders will be allowed to make calls to any number on their approved list. In the event that phone privileges are abused, phone calls may be limited to a specific number; phone privileges may be denied or suspended; or appropriate sanctions, including restitution, may be imposed, as outlined in administrative regulation 150-01, *Code of Penal Discipline*.
7. The CIPS input operator will have all approved changes to the offender's phone list programmed within three working days upon receipt. Exceptions to this time frame may be made by the administrative head, or designee.
8. No former or current DOC employee, contract worker, private prison employees, volunteers, or persons who provide a service to the DOC may have their phone number on the list of an offender. Exceptions to this will only be granted with the approval of the executive director, or designee.
9. Calls to "toll free" numbers such as "800," "855," "866," "877," "888" and "900" will not be allowed at any time. The ONLY exception to calling toll free numbers is the confidential toll free DOC TIPS reporting line. See Section IV. Q., "Reporting of Sexual Assault/Rape, Sexual Misconduct, or Criminal Activity"
10. International numbers will be identified by a speed dial number beginning with "7." This change will be made at the time of input by the CIPS operator and the change will be indicated on the phone list.

D. Personal Identification Number

1. The PIN is generated upon completion of the offender's initial phone list. This number is confidential and is not to be shared with other individuals.
2. When offenders attempt to place a call, they must enter the ten-digit PIN and immediately dial the two-digit speed-dial number that corresponds to the person with whom they wish to speak.
3. The PIN will identify an offender and his/her location when the offender places a call. The PIN will also be used to determine if an offender is allowed to complete the call.
4. Should an offender's PIN be compromised or lost, it must be reported to the appropriate case manager and a new PIN may be assigned, per facility/office procedures.

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5. Offenders who loan, barter, share, or give their PIN to another offender for any purpose may be charged under AR 150-01, *Code of Penal Discipline* (COPD). Offenders found in possession of or using another offender's PIN or circulating access of a completed phone call to an unauthorized offender is not allowed and may be charged under the COPD.

E. Rates and Charges

1. ***Telephone contracts are based on rates and surcharges that are commensurate with those charged to the general public for like services. Any deviation from ordinary consumer rates reflects actual costs associated with the provision of services in a correctional setting. Contracts for offender telephone services will provide the broadest range of calling options that are consistent with the requirements of sound correctional management. [4-4497-1]***
2. Actual calling rates may vary according to the time of day the call is placed, destination of the call, and how the call is routed (e.g., inter-lata, local, intra-lata).
3. Toll calls will be billed in even minute increments, in accordance with current FCC regulations and approved tariff rates (see Attachment "C" and Attachment "D"). If there are not enough funds in an offender's CIPS account to complete the maximum 20-minute call, then a minimum call duration of three minutes has been established. Therefore, if an offender has enough funds to complete anything between three and twenty minutes, a debit call will occur.
4. The maximum length of any phone call will be 20 minutes. Facility procedures may alter maximum call durations, such as, administrative segregation units. The system will automatically disconnect calls at the end of this period.
5. Offenders will be charged for actual phone time used, in even minute increments, plus the appropriate surcharge for switch use. If the duration of the call is less than the maximum time, the cost is adjusted to cover only the amount of time (to the minute) that the call is active. Phone charges will be automatically assessed from the offender's CIPS account upon disconnection from the call.
6. Because positive acceptance is not required on a 90 series speed dial (unrecorded and unmonitored) attorney debit call, if an answering machine breaks the ringing cycle of the call, the call is considered complete and charges will stand. Once the answering machine clicks, the billing begins. Offenders will be charged regardless of whether they leave a message or not. To avoid these charges, offenders should hang up at least one ring prior to the ring on which the answering machine is set to pick up the call.
7. If the "beep" on an answering machine or voice mail is interpreted by the system as positive acceptance by the called party, the call is considered complete and charges will stand. Offenders will be charged regardless of whether they leave a message or not. To avoid these charges offenders should hang up when their call is answered by an answering machine or voice mail.

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8. All international calls must be placed as debit calls.
9. Collect calls will be charged at the current rate for operator assisted calls.

F. Deposits to Offender Phone Account

1. In order for an offender to make debit telephone calls, it will be necessary to purchase telephone time through the Canteen process. These funds will serve as a deposit and will be deducted only after a phone call has been completed.
2. Offenders may not move money from their telephone account back to their offender bank account. The only time an offender may receive the balance on account for telephone services will be upon transfer from a correctional facility to a work-release facility, parole, court ordered release, discharge, death, or some other means whereby an offender is permanently assigned and has no access to CIPS.
3. Transfer of money between one offender's telephone account and another offender's telephone account is strictly prohibited.
4. It is the responsibility of the offender to ensure that he/she has transferred enough monies to his/her telephone account to cover debit calls. Family members, or associates, may assist with phone call funding by sending an Electronic Fund Transfer (EFT) to the offender. See AR 200-02, *Offender Debit Collection (Inmate Banking)*, for EFT procedures. All monies received will be posted to the offender's bank account and only that offender may authorize monies transferred from his/her bank account through Canteen purchase, to his/her telephone account.

G. Purchasing Telephone Time

1. Offenders order telephone time by ordering commodity number 8000 on their weekly Canteen order form and indicating how much money they want transferred to their telephone account. Phone time is sold in even \$1.00 increments and is exempt from facility dollar limit. Offenders are allowed to purchase as much phone time as the balance of their offender banking account allows. The Canteen order form is then processed through normal Canteen procedures.
2. Phone time will be posted to the individual phone account by the CIPS administration office in accordance with the Canteen schedule.
3. Inquiries regarding deposits may require a copy of the Canteen receipt.

H. Offender Statement of Telephone Charges

1. Once each month, offenders placing debit calls will receive a "Reconciliation Report" which reflects all debit activity occurring under their PIN and the remaining balance as of the date of the "Reconciliation Report."

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2. THERE WILL BE NO EXCEPTION TO OR SPECIAL PRINTING OF THE MONTHLY RECONCILIATION REPORT. When an offender is released from the DOC, or is permanently assigned to a program or facility without access to CIPS, a final statement will be run and authorization for calling will be terminated. Any remaining funds in an offender's CIPS account will be refunded through inmate banking.

I. Collect Calling Issues

1. To resolve collect calling issues, the person who owns the telephone number must contact the current CIPS vendor.
2. Offenders will not be allowed to contact the current CIPS vendor, nor will they be able to authorize collect calls to any number.
3. Collect calls can be blocked by the called party pressing 77, when prompted by the call announcement; to remove this collect block the person whose name the phone is in must call the vendor.

J. Summary of CIPS Program

1. All offenders may submit a list of up to 15 numbers they wish to call.
2. Allows offenders preprogrammed telephone numbers with their PIN (personal identification number).
3. Allows telephone numbers to be any combination of local, intrastate, and interstate long distance, or international calls.
4. The offender phone system defaults allow offenders up to a maximum of 20 minutes for each call. Offenders may redial for as many additional calls as money or their assigned facility's procedures allow. Access to the phones, total number of phone numbers, duration and/or number of phone calls will be allowed as provided by facility/office policies.
5. Debit, direct dialed, calls are less expensive than collect calls.
6. Requires offenders to maintain a balance in their CIPS account of sufficient funds to cover the cost of their debit calls.
7. Requires all offenders to complete specific procedures prior to initiating a call. These procedures are outlined in this administrative regulation. Calling instructions are also printed on the reverse side of the offender's copy of the "Offender Phone List" form (Attachment "A" and are duplicated in Attachment "B").
8. Offender calls between facilities through CIPS are prohibited.

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9. If an offender is unable to resolve concerns and legitimate complaints regarding CIPS with facility DOC employees or the case manager, they are advised to send a letter of explanation with appropriate copies of disputed call records to the CIPS coordinator at CTCF. All offender requests for credit and/or disputed money issues must be referred to the CIPS coordinator for resolution. Per administrative regulation 850-04, *Grievance Procedure*, offenders have 30 calendar days from the day they knew, or should have known, of the circumstances giving rise to their claim to file a request for remedy. For CIPS, this is 30 calendar days from the day he/she receives the "Reconciliation Report" showing all the charges for calls.
10. Offender telephones with volume amplification devices will be accessible to offenders in all locations where offenders with hearing impairments are housed.

K. Telephone Regulations

1. Offenders will be allowed access to the telephone based upon their assigned facility's procedures.
2. The offender phone system program default for offender telephones to be active is from 6:00 a.m. each morning until 12:00 midnight each night. The times the phones are active at each facility is based upon the facility's procedures.
3. NO incoming telephone calls from any party will be accepted at any location, except for emergency calls. Emergency calls will be handled per established facility implementation/adjustments.
4. Only one offender will be allowed at a telephone at a time. Offenders not making phone calls will not be permitted to congregate near the telephone area.
5. NO THIRD PARTY BILLINGS, CREDIT CARD CALLS, THREE-WAY CALLING, REMOTE CALL FORWARDING, OR CONFERENCE-TYPE CALLING WILL BE PERMITTED. Offenders convicted of *Code of Penal Discipline* charges related to their phone use are subject to the loss of their phone privileges.
6. Offenders will be responsible for their use of the telephone. They are expected to conduct themselves in a responsible manner and respect other offenders. Each offender is responsible for the content of the telephone calls they make. Restriction of the telephone privileges may be imposed for violation of any rules regarding use of the telephone.
7. Repeatedly dialing the same number or numbers without positive acceptance shall be considered abuse or misuse of the offender phone system.
8. The use of the telephone will not interfere with the facility's schedules, correctional programs, work assignments, or counts. When a count is conducted, all offenders on telephones shall terminate their calls immediately. During facility emergencies, use of telephones may be curtailed or terminated.



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9. Any offender found submitting fraudulent information on any of the documents associated with CIPS may be subject to COPD charges and/or loss of telephone privileges.
10. Individuals, businesses, organizations, government agencies or anyone who does not want to receive calls, either debit or collect, from any state correctional facility utilizing CIPS, may request that their number be blocked. Requests must be made in writing to the CIPS coordinator, P.O. Box 1010, Cañon City, CO 81215. Requests **must** include the number to be blocked and signature of the individual that phone company records show responsible for that number. Reinstatement of removed numbers is allowed only one time.

L. Legal Calls

1. ***If an offender wishes to make an unmonitored or unrecorded legal call, the offender must provide the attorney registration number for the legal counsel on the "Offender Phone List" form, along with the business address and telephone number of the attorney. [4-4275]***
2. Once the request has been received in the CIPS administration office, the attorney registration number, address, and phone number will be verified. Upon verification, the speed-dial number will then be changed by the CIPS input operator to a number beginning with "9" and the offender will be advised of the new speed-dial number. Positive acceptance is not required on 90 series speed dial attorney calls placed debit, to allow offenders who reach an automated attendant to input an extension number. Positive acceptance is required on 90 series speed dial attorney calls placed collect as the called party must agree to pay for the call before it is connected.
3. Only a business telephone number for attorneys will be given the status of unmonitored or unrecorded. Attorney home phone numbers will be subject to monitoring and recording. Attorney cellular or home numbers phones cannot be entered as unmonitored or unrecorded numbers unless the applicable state bar association shows that home or cellular phone number as the attorney's registered business phone number.
4. Offenders or attorneys who are notified of an imminent, previously unknown, court deadline within the next ten days or less may be allowed to communicate with one another by telephone on an emergency basis. ***Offenders may be allowed to place a call, collect or debit, or to receive a call from their attorney of record. The attorney of record shall contact the facility litigation coordinator to facilitate an emergency call. The offender shall contact his/her case manager, who in turn shall contact the facility litigation coordinator, to facilitate an emergency call. The facility litigation coordinator shall require the attorney and/or offender to provide verifiable documentation of the emergency. [4-4275]***

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5. It shall be the responsibility of the attorney of record to ensure that his/her offender client has requested that he/she be placed on the offender's CIPS list to make unmonitored legal calls. Attorneys may contact their clients in writing or in person to inform them that verbal communications may be necessary and that it is the offender's responsibility to make the request. The attorney should send correspondence to the offender immediately upon agreeing to provide representation so that necessary time is afforded DOC employees to process the request.

M. Indigent Offenders

1. All offenders who choose to participate in the CIPS program may place collect calls.
2. In accordance with AR 850-14, *Indigent Offenders*, the administrative head, or designee, may direct that the state bear the expense of offender telephone use, only under compelling circumstances. These calls will be logged and supervised by assigned DOC employees. These logs will be forwarded to the administrative head's office for review on a monthly basis, or more frequently as directed by the administrative head.

N. Offenders in Special Housing Status

1. ***Offenders placed in segregation, mental health holds, medical units, or other restrictive areas, will be allowed access to telephones as provided by facility/office policies, except for calls related specifically to the access of an attorney. [4-4271] [4-4272]***
2. These calls will be scheduled, logged, and monitored by the unit DOC employee. Offenders will place calls in accordance with standard procedures. DOC employees shall use discretion in the scheduling of all telephone calls. Offenders who are found in violation of these procedures, or who abuse this program in any way, may lose their privilege of making calls, either temporarily or permanently.
3. Each unit housing offenders in special status will maintain a telephone log book of all calls made (offender's name, DOC number, date and time of call, and whether the call was completed).

O. Teletypewriter (TTY): General guidelines for use of teletypewriters (TTY) are the same as those outlined for the offender telephone system (CIPS Program). ***TTYs will be made available to hearing impaired offenders, or offenders communicating with a hearing impaired outside contact, [4-4497]*** in accordance with procedures established by the administrative head. The administrative head shall establish by Implementation/Adjustment the location of the facility TTY and the position having responsibility for instructing other DOC employees in its use.

1. Maintaining telephone contact with family members and attorneys through the use of a TTY is a privilege afforded to hearing impaired offenders, or offenders communicating with a hearing impaired outside contact, who demonstrate their willingness to conduct themselves in a responsible manner.

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2. Since TTY calls are placed using the DOC switch, rather than CIPS, any TTY call must be placed as a collect call or as an offender debit call utilizing the debit process below. There is no charge for the connection to the Colorado Relay Service; calls placed to the called party will be billed accordingly, debit or collect.
  - a. The TTY will be connected to a DOC employee phone or DOC employee analog telephone line. The number for calls TTY to TTY is Sprint TTY Operator Services 1-800-855-4000. The number for calls TTY to Voice through Relay Colorado is 1-800-659-2656. The TTY operator relays by type the typed information from the caller to the called party and vice versa.
  - b. To place a collect TTY call (the called party pays for any call charges), advise the Colorado Relay Operator that the call is collect.
  - c. To place a debit TTY call (the offender pays for any call charges), prior to the call being placed the DOC employee placing the call must verify with the offender's case manager that the offender's general banking account has sufficient funds to pay for a call based on the debit rates attached to AR 850-12 (Attachment "C"). If the offender has insufficient funds to place a debit call the full allowed 45 minutes, the call must be limited to the time the offender wants to pay for. It is suggested the offender have a minimum of at least \$5.05 (which will cover the cost of a 20 minute call) available before placing a TTY debit call. The offender must complete a Miscellaneous Withdrawal form for the cost of the call. This Miscellaneous Withdrawal form is then forwarded to Inmate Banking and the funds will be transferred from the offender's banking account to the appropriate DOC funding line for reimbursement for the cost of the non-collect call.
  - d. Teletypewriters (TTY) and telephones shall be made available to all offenders who are designated as within the class of hearing/speech impaired offenders. Verification of an offender's need for TTY may be confirmed with the AIC and should be documented in the offender's working file. If the offender does not have hearing/speech impairment but desires to call an outside party who requires the use of a TTY, the outside party shall forward a physician's statement of TTY verification to the offender's case manager. Upon meeting all verification requirements, the offender may sign up for telephone calls pursuant to the facility policy. The TTY sign-up sheets shall be maintained by the administrative head or designee.
  - e. Because the conversation is a typed transcription and a relay service is utilized, the time limit has been increased to 45 minutes per call. Offenders with qualifying disabilities shall be afforded the opportunity to place calls a minimum of four times per week.
  - f. Offenders wishing to place a TTY call shall make the request to their case manager, giving as much advance notice as possible. Every effort shall be made to accommodate the telephone needs of hearing-impaired offenders; however, calls cannot be arranged at the last minute except in cases of documented emergency.

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TTY calls shall not be initiated within 30 minutes of any count time, and all TTY calls are subject to facility schedule and regulations.

- g. All offender phone calls, with the exception of approved legal calls, will be recorded and subject to monitoring. The typed transcription of the conversation will be forwarded to the facility intelligence coordinator and kept for a minimum of 60 days. If the conversation is a verified legal call, the digital printout will be immediately given to the offender without prior reading by DOC employees.
- h. All TTY usage shall be logged with the offender's name, DOC number, date, time, and length of call. Logs shall be transmitted to the AIC on a quarterly basis.

P. Prohibited Acts

1. Violation of any of the rules regarding the use of telephones will be cause for disciplinary action with possible termination or restriction of telephone privileges. Conversations about illegal activities, either inside or outside the institution, may lead to criminal prosecution and/or processing under the COPD.
2. Offenders suspected of defrauding the telephone vendor in either the debit or collect platform, or abusing the phone system, may have telephone privileges suspended for 30 days by the CIPS coordinator, pending further investigation. Offenders who misuse or abuse the phone system may be denied phone privileges and/or charged under the COPD. Passing messages without either the offender or the called party paying for the call is fraud. Using a remote call forwarding, cellular or other phone number to circumvent the contracted rates is considered fraud. Sanctions may include loss of phone privileges, COPD charges and/or restitution to the vendor. The administrative head may impose sanctions to include permanent suspension of telephone privileges independent of COPD charges, if the abuse of the privilege so warrants.
3. Telephones found to be intentionally or repeatedly abused will not be repaired for a period of time as specified below:
  - a. First occurrence, phone will not be repaired for 30 days.
  - b. Second occurrence, phone will not be repaired for 60 days.
  - c. Third occurrence, phone will not be repaired for 90 days.

Q. Reporting of Sexual Assault/Rape, Sexual Misconduct, or Criminal Activity

Offender Reporting Procedure:

1. ***All offenders in CDOC facilities may report any incident of sexual assault/rape, sexual misconduct, or criminal activity by calling the confidential CIPS number 1-877-DOC-TIPS-0 (362-8477-0).***

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2. ***All offenders in private prisons, community corrections programs, YOS Phase III, or parolees and the general public may report any incident of sexual assault/rape, sexual misconduct, or criminal activity by calling the confidential toll-free DOC TIPS line at 1-877-DOC-TIPS (362-8477). [4-4281-7]***

V. RESPONSIBILITY

- A. Each administrative head shall ensure adherence to this administrative regulation by DOC employees, contract employees and volunteers and further ensure that appropriate policies are completed and implemented to effect needed compliance.
- B. Each administrative head shall designate the DOC employee having primary responsibility for monitoring the use of the TTY and completing the usage log.

VI. AUTHORITY

- A. CRS 17-1-103. Duties of the executive director.
- B. Montez Remedial Plan, Chapter XB2.

VII. HISTORY

January 15, 2007  
February 15, 2006  
July 1, 2005  
December 1, 2004  
October 1, 2004  
February 15, 2004  
October 15, 2003  
October 15, 2002  
January 15, 2002  
October 15, 2001

ATTACHMENTS:

- A. DC Form 850-12A, Colorado Inmate Phone System Offender Phone List
- B. DC Form 850-12B, CIPS Calling Instructions
- C. AR Form 850-12C, Debit Offender Phone Rates
- D. AR Form 850-12 D, Collect Offender Phone Rates
- E. AR Form 100-01A, Administrative Regulation Implementation/Adjustments

**COLORADO INMATE PHONE SYSTEM  
OFFENDER PHONE LIST**

**NAME:** \_\_\_\_\_ **DOC NO:** \_\_\_\_\_

**FACILITY:** \_\_\_\_\_ **UNIT:** \_\_\_\_\_

Indicate if the recordings should be played in Spanish by checking the box in the Spanish column for each number

SD#	Name	Relationship	Address, City, State	Area Code/Number	SPANISH
11				( )	[ ]
12				( )	[ ]
13				( )	[ ]
14				( )	[ ]
15				( )	[ ]
16				( )	[ ]
17				( )	[ ]
18				( )	[ ]
19				( )	[ ]
20				( )	[ ]
21				( )	[ ]
22				( )	[ ]
23				( )	[ ]
24				( )	[ ]
25				( )	[ ]

I understand the provisions of the administrative regulations on telephone use by offenders. ALL phone calls, except identified and authorized attorney calls, through CIPS are subject to monitoring and/or recording by DOC employees. Offenders are totally responsible for their calls and violations of regulations or the law may result in disciplinary action and/or criminal/civil prosecution. NO third party billings, credit card calls, three-way calling, remote call forwarding or conference-type calling will be permitted. Offenders convicted of Code of Penal Discipline charges related to telephone use are subject to the loss of their telephone privileges. Offenders found in possession of, sharing, or using another offender's PIN will be charged per the Code of Penal Discipline. Offenders who misuse or abuse the phone system, including fraud or submitting fraudulent information on any of the documentation associated with CIPS, maybe denied phone privileges and charged under the COPD. **CHANGES TO PHONE LISTS ARE ONLY ALLOWED EVERY 30 DAYS.**

**Offender Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Case Manager Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**CIPS Input Operator:** \_\_\_\_\_ **Date:** \_\_\_\_\_ **PIN:** \_\_\_\_\_

## CIPS CALLING INSTRUCTIONS

1. Lift the handset and listen for a dial tone.
2. Dial your six-digit DOC number, immediately followed by your four-digit PIN, immediately followed by the two-digit speed-dial number that corresponds to the person you wish to call. If your DOC number is less than six-digits, put a zero or zeroes in front of your DOC number to make it six-digits. Your four-digit PIN is a randomly generated number (written on the bottom of your "Offender Phone List"). **DO NOT PAUSE WHEN ENTERING YOUR SIX DIGIT DOC + PIN + SPEED DIAL, THE SYSTEM MUST DETECT ALL 12 NUMBERS IN A ROW OR IT WILL ADVISE YOU "INVALID PIN".**
3. The system will issue a prompt, indicating to dial "1" for debit and "2" for collect.
4. The system will prompt you to state your name. State only your name, not a message. Thereafter, when placing a call, the same name recording automatically plays to the called party. Occasionally the system will require a new name recording and you will be prompted to say your name again.
5. If you press "1" for debit then you are paying all charges for the call.
  - a. The system will check the balance of your CIPS account to determine the length of the call. There must be enough monies available for anything between the three minute minimum and the 20 minute maximum for call processing to proceed.
  - b. A debit call will be announced to the called party as being prepaid and branded as coming from a state correctional facility. The branding message repeats at random intervals during the call. The called party must press "5" to accept the debit call.
6. If you press "2" for collect the called party pays all charges for the call.
  - a. The system will validate that the called number is approved to receive collect calls from the correctional facility. If the number you are calling is not approved, the person whose name appears on the phone bill for that number must contact the CIPS vendor at 1-800-913-6097 to resolve the collect call credit or billing issue.
  - b. If the called number has no telephone company, collect call or any other call restrictions, the call set up will proceed.
  - c. The collect call will be announced to the called party as being collect and branded as coming from a state correctional facility. The branding message repeats at random intervals during the call.
  - d. The called party must press "5" to accept the collect call.
7. If you reach an answering machine, hang up. If the "beep" of the answering machine is the same tone as the "5" acceptance tone and your call is connected, you or the called party will be charged and the charges will stand.

### CIPS INFORMATION

**ACCOUNT BALANCE:** You may query your account balance or the cost of the last debit call by dialing your PIN, immediately followed by 00 (zero, zero).

**RECORDED CALLS:** All telephones used by offenders for other than 90-series attorney calls are subject to recording and/or monitoring by DOC employees. Notice of the potential for monitoring shall be posted on or near offender telephones.

**LEGAL CALLS:** If an offender wishes to make an unmonitored or unrecorded legal call, the offender must provide the attorney name, relationship and attorney registration number for his/her legal counsel on the "Offender Phone List" form, along with the BUSINESS address and BUSINESS telephone number of the attorney. Once the request has been received by the CIPS operator, all information will be verified with the respective state bar association or court contact. Upon verification, the speed-dial number will then be changed by the CIPS input operator to a two-digit number beginning with "9" and the offender will be advised of the new speed-dial number. 90-series attorney calls do not require positive acceptance on debit calls and up to four additional digits can be entered to reach an extension; because no positive acceptance is required you will be charged from the time the debit call connects, whether you reach an answering machine, automated attendant, etc, and the charges will stand.

**CIPS ISSUES:** For issues concerning calling problems or problems with your account, contact your case manager or write to CIPS.

**COLLECT BLOCKS:** Outside contacts with collect blocks must contact VAC Customer Service at 1-800-913-6097.

### OFFENDER REPORTING PROCEDURE FOR SEXUAL ASSAULT/RAPE, SEXUAL MISCONDUCT OR CRIMINAL ACTIVITY

1. To contact the DOC confidential toll-free number through a CIPS phone dial 1-877-DOC-TIPS-0 (362-8477-0).
2. To contact the DOC confidential toll-free number from a non-CIPS phone the number is 1-877-DOC-TIPS (362-8477).

**COLORADO INMATE PHONE SYSTEM**

**DEBIT OFFENDER PHONE RATES**

Effective 07/01/08\*

**\*RATES ARE SUBJECT TO CHANGE**

**ALL IN-STATE DEBIT CALLS**  
**LOCAL, INTRA-LATA AND INTER-LATA RATES**

<b>SURCHARGE PER CALL</b>	<b>\$1.25</b>
<b>RATE PER MINUTE (ANY TIME)</b>	<b>\$0.13</b>

**INTER-STATE DEBIT RATE**

**CALLS PLACED TO A NUMBER IN ANOTHER STATE**

<b>SURCHARGE PER CALL</b>	<b>\$2.00</b>
<b>RATE PER MINUTE (ANY TIME)</b>	<b>\$0.13</b>



**COLORADO INMATE PHONE SYSTEM**

**COLLECT OFFENDER PHONE RATES**

Effective 07/01/08\*

**\*RATES ARE SUBJECT TO CHANGE**

**ALL IN-STATE COLLECT CALLS**  
**LOCAL, INTRA-LATA, INTER-LATA RATES**

<b>Surcharge</b>	<b>\$2.75</b>
<b>Rate per minute (all times)</b>	<b>\$0.23</b>

**INTER-STATE COLLECT RATE**

<b>Surcharge</b>	<b>\$3.95</b>
<b>Rate per minute (all times)</b>	<b>\$0.89</b>

ADMINISTRATIVE REGULATION  
IMPLEMENTATION/ADJUSTMENTS

AR Form 100-01A (04/15/08)

CHAPTER	SUBJECT	AR #	EFFECTIVE
Offender Personnel	Telephone Regulations for Offenders	850-12	07/15/08

FACILITY/WORK UNIT NAME) \_\_\_\_\_  
WILL ACCEPT AND IMPLEMENT THE PROVISIONS OF THE ABOVE ADMINISTRATIVE REGULATION:

AS WRITTEN     NOT APPLICABLE     WITH THE FOLLOWING PROCEDURES TO ACCOMPLISH  
THE INTENT OF THE AR

(SIGNED) \_\_\_\_\_ (DATE) \_\_\_\_\_  
Administrative Head