



**DEPARTMENT OF CORRECTIONS
MONTANA STATE PRISON
OPERATIONAL PROCEDURE**

Procedure No.: MSP 3.3.7	Subject: INMATE ACCESS TO TELEPHONES
Reference: DOC Policy No 3.3.7	Page 1 of 2 and no attachments
Effective Date: June 10, 2002	Revised: December 22, 2016
Signature / Title: /s/ Leroy Kirkegard / Warden	

I. PURPOSE

To permit inmates reasonable access to telephones. The use of telephones by inmates is a privilege, not a right. Inmates may communicate with persons or organizations subject to the limitations necessary to maintain order and security.

II. DEFINITIONS (none)

III. PROCEDURES

A. General

1. Inmates may make personal or legal phone calls using the collect only phones located in the housing units, subject to housing unit rules.
2. Prohibited calls include, but are not limited to, the following:
 - 1) Three way or conference calls;
 - 2) Call forwarding;
 - 3) Calls to toll free and 900 numbers; and
 - 4) Calls made using prepaid phone cards or any other type of calling card.
3. Inmates are prohibited from answering MSP phones.
4. Inmates employed by MCE will be subject to the conditions set forth in *MCE 5.4.3.100 Inmate Workplace Telephone Privileges*.
5. The Unit Management Team may authorize inmates to make calls on the state telephone system for special circumstances.
6. All phone extensions that inmates use must not have direct dial out capability and must be programmed to go through the switchboard.

B. Monitoring, Recording and Blocking Telephones

1. Inmates will have no expectation of privacy while placing general telephone calls.
2. All inmate calls, except those to attorneys of record, will be recorded and monitored.
3. The Department Investigators may place blocks on telephone numbers when complaints are received about inmates making abusive or unwanted telephone calls. Staff receiving complaints or requests to block phone numbers will refer the complainant to the Investigators Office.

C. Emergency Calls

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1. Emergency calls are those that involve a serious family illness, death, or impending disaster related to the inmate's family or property, or unexpected problems that need immediate attention that cannot be taken care of through written correspondence due to time limitations. If a staff member receives a phone call for an inmate related to an emergency, the staff member will take the name and phone number of the caller and give it to the inmate. If circumstances do not allow the inmate to respond with a collect call, housing unit staff may arrange for him to receive an emergency phone call.

D. Inmates with Disabilities

1. An inmate with a disability, including but not limited to, inmates who are deaf or hard of hearing, may request assistance with and accommodations in accessing telephones. Relevant accommodations include, but shall not be limited to, access to TTY/TDD phones, videophones, and waiver of any time limits on calls. Any accommodations granted shall be documented in OMIS. See DOC 3.3.15, Americans with Disabilities Act (ADA) Offender Accommodations, for the definition and an explanation of disability.

IV. CLOSING

Questions concerning this operational procedure will be directed to the employee's immediate supervisor.

V. ATTACHMENTS (none)