



POLICY STATEMENT
Commonwealth of Pennsylvania • Department of Corrections

Policy Subject: Automated Inmate Telephone System		Policy Number: DC-ADM 818
Date of Issue: March 21, 2022	Authority: Signature on File George M. Little	Effective Date: March 28, 2022

I. AUTHORITY

The Authority of the Secretary of Corrections to direct the operation of the Department of Corrections is established by Sections 201, 206, 506, and 901-B of the Administrative Code of 1929, 71 P.S. §§61, 66, 186, and 310-1, Act of April 9, 1929, P.L. 177, No. 175, as amended.

II. APPLICABILITY

This policy is applicable to all facilities operated under the jurisdiction of, or conducting business with the Department of Corrections.

III. POLICY

It is the policy of the Department to grant inmates the privilege of legitimate telephone communications with individuals in the community, while at the same time protecting society from harm, including, but not limited to, criminal activity, harassment, threats, and intimidation using the inmate telephone system.¹

IV. PROCEDURES

All applicable procedures are contained in the procedures manual that accompanies this policy document.

¹ 5-ACI-7D-11, 2-CO-5D-01

V. SUSPENSION DURING AN EMERGENCY

In an emergency or extended disruption of normal facility operation, the Secretary/designee may suspend any provision or section of this policy for a specific period.

VI. RIGHTS UNDER THIS POLICY

This policy does not create rights in any person nor should it be interpreted or applied in such a manner as to abridge the rights of any individual. This policy should be interpreted to have sufficient flexibility to be consistent with law and to permit the accomplishment of the purpose(s) of the policies of the Department of Corrections.

VII. RELEASE OF INFORMATION AND DISSEMINATION OF POLICY

A. Release of Information

1. Policy

This policy document is public information and may be released upon request.

2. Confidential Procedures (if applicable)

Confidential procedures for this document, if any, are not public information and may not be released in its entirety or in part, without the approval of the Secretary of Corrections/designee. Confidential procedures may be released to any Department of Corrections employee on an as needed basis.

B. Distribution of Policy

1. General Distribution

The Department of Corrections policy and procedures shall be distributed to the members of the Central Office Executive Staff, all Facility Managers, and Community Corrections Regional Directors on a routine basis. Distribution of confidential procedures to other individuals and/or agencies is subject to the approval of the Secretary of Corrections/designee.

2. Distribution to Staff

It is the responsibility of those individuals receiving policies and procedures, as indicated in the "General Distribution" section above, to ensure that each employee expected or required to perform the necessary procedures/duties is issued a copy of the policy and procedures either in hard copy or via email, whichever is most appropriate.

VIII. SUPERSEDED POLICY AND CROSS REFERENCE

A. Superseded Policy

1. Department Policy
 - a. DC-ADM 818, Automated Inmate Telephone System (AITS) Policy, issued April 18, 2012, by former Secretary John E. Wetzel
 - b. Bulletin 02-01 issued February 3, 2015, by former Secretary John E. Wetzel.
2. Facility Policy and Procedures

This document supersedes all facility policy and procedures on this subject.

B. Cross Reference(s)

1. Administrative Manuals
 - a. DC-ADM 008, Prison Rape Elimination Act (PREA)
 - b. DC-ADM 801, Inmate Discipline
 - c. DC-ADM 802, Administrative Custody Procedures
 - d. 6.5.1, Administration of Security Level 5 Housing Units
 - e. 13.8.1, Access to Mental Health Care
2. ACA Standards
 - a. Administration of Correctional Agencies: 2-CO-5D-01
 - b. Adult Correctional Institutions: 5-ACI-2C-11, 5-ACI-3D-01, 5-ACI-3D-02, 5-ACI-7D-11, 5-ACI-7D-12
3. PREA Standards 28 C.F.R. §

115.53



PROCEDURES MANUAL
Commonwealth of Pennsylvania • Department of Corrections

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Automated Inmate Telephone System (AITS)

Policy Number:

DC-ADM 818

Date of Issue:

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Authority:

**Signature on File
George M. Little**

Effective Date:

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Release of Information:

Policy Document: This policy document is public information and may be released upon request.

Procedures Manual: The procedures manual for this policy may be released in its entirety or in part, with the prior approval of the Secretary/designee. Unless prior approval of the Secretary/designee has been obtained, this manual or parts thereof may be released to any Department employee on an as needed basis only.

DC-ADM 818, Automated Inmate Telephone System Procedures Manual
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Section 1 – General

A. Scope of the System

1. The inmate telephones may be used to place calls to telephone numbers in the North American Calling Plan (all 50 states, Puerto Rico, Canada, the U.S. Virgin Islands, and other Caribbean Islands). Calls to any of the 50 states may be made either collect or with the use of pre-paid **time** purchased at the commissary. Calls to Puerto Rico, Canada, the U.S. Virgin Islands, and other Caribbean Islands must be made **with** pre-paid **time**. Calls to international numbers that are not in the North American Calling Plan (NACP) are permitted; however, they must be made pre-paid.¹
2. Depending on the call type, the following dialing instructions shall be followed:
 - a. **for English press 1, for Spanish press 2;**
 - b. **for Collect press 1, for Debit press 2;**
 - c. **enter the area code and number (for international calls enter the country code and telephone number); and**
 - d. **enter the Inmate Personal Identification Number (IPIN).**

B. Inmate Access

1. Inmates **may** be permitted to use the inmate telephone system whenever the telephones are available for use.
2. A facility may limit the number of calls made and/or schedule calling blocks of time if the number of available inmate telephones does not allow for sufficient calling blocks of time and/or for other operational or security reasons.
3. Calling schedules are determined by the facility.
4. Placement of inmate telephones is determined at each facility with provisions to permit access by the disabled.²
5. Telephone privileges for inmates in Level 5 (L5) housing units **or specialized treatment units** will be governed by Department policies DC-ADM 801, “Inmate Discipline,” DC-ADM 802, “Administrative Custody Procedures,” 6.5.1, “Administration of Security Level 5 Housing Units,” and 13.8.1, “Access to Mental Health Care.”
6. Inmate telephone calls are a privilege which can be curtailed or rescinded by the Unit Manager/**designee** through the informal resolution of a misconduct in accordance with

¹ 5-ACI-7D-12

² 5-ACI-7D-12

Department policy **DC-ADM 801**. Inmate telephone calls may also be curtailed or rescinded for administrative or disciplinary reasons by the Hearing Examiner or Facility Manager/designee.

C. Telecommunication Devices for the Hearing Impaired³

1. Facilities housing hearing impaired inmates shall provide Telecommunication Devices for the Deaf (TDD) and Teletypewriters (TTY) to provide communication to or from hearing or speech-impaired persons.⁴
2. The Pennsylvania Telecommunications Relay Service (PA TRS) allows persons with a hearing or speech disability to use the telephone system via a TTY or other TDD to call persons with or without such disabilities through the assistance of specialty trained operators.⁵
3. A remote printer will produce a copy of the conversation for monitoring purposes.
4. Hearing impaired inmates shall be permitted to use telecommunication devices for the hearing impaired (TTY/TDD) when available for use.
5. A facility may limit the number of calls made and/or schedule calling blocks of time if the availability of the telecommunication device does not allow for sufficient calling blocks of time and/or for other operational or security reasons.

D. Facility Authorized Telephone Calls

1. **Facility staff** may authorize the use of the facility-owned telephone system for the following reasons:
 - a. serious illness, hospitalization, or death of an immediate family member;
 - b. contact with an attorney ***in matters of immediate need, which will last no longer than five to ten minutes. If additional time is needed, the attorney will be directed to contact the facility to set up a telephone conference;***
 - c. when the attorney will not accept a collect call and the inmate has no funds available for a pre-paid call;⁶
 - d. contact with an attorney regarding a legal matter which, because of an immediate deadline, cannot be handled in person or via correspondence;⁷ and

³ 5-ACI-7D-12

⁴ 5-ACI-2C-11

⁵ 5-ACI-7D-11

⁶ 5-ACI-3D-01

⁷ 5-ACI-3D-01

- e. an extraordinary or unusual circumstance.
2. The inmate must establish that an actual emergency exists. The staff member authorizing the inmate telephone call must verify the emergency exists prior to placing the call, document the call on a **DC-121, Part 3, Employee Report of Incident**, and forward the report to the Security Office and the Facility Manager/designee. In addition, a facility-authorized call is to be monitored by the staff member providing this privilege. If the inmate does not agree to have this phone call monitored, he/she will not be granted the privilege of placing a telephone call on the **facility-owned** telephone system. An attorney phone call shall not be monitored; however, staff will first verify that the call is received by the attorney **and the attorney is representing the inmate**.
3. A call placed under this section will be recorded by the **staff member authorizing the inmate telephone call** on the **Inmate Cumulative Adjustment Record (ICAR)**.
4. **Inmates will not be charged for authorized phone calls placed using the facility-owned telephone system for confirmed serious illness, hospitalizations, or the death of an immediate family member.**
5. A staff member authorizes a phone call to arrange for transportation upon the inmate's release on parole. A **DC-121, Part 3** is not necessary in this situation.

E. Facility Phone Booths

1. **Each facility has established phone booths that can be utilized by inmates under certain pre-arranged circumstances. These phone booths will not be utilized at the inmate's request, but at the request of individuals such as: inmates' attorneys,⁸ parole, Children and Youth Services (CYS), Rape Crisis Center Advocates, and court officials. (28 C.F.R. §115.53)**
2. **These calls will be requested in advance, no less than 72 hours prior. The request will be processed through the Superintendent's Assistant/designee. Each call will be verified prior to the actual call being permitted. The party requesting the telephone conversation will initiate his/her call through the institution's switchboard operator. These phone booths are equipped to ensure attorney/client privilege.⁹**

F. Inmate Hotlines

1. Inmate Abuse Hotline
 - a. An Inmate Abuse Hotline has been established for inmates, staff, family, and friends to report inmate abuse to the **Bureau of Investigations and Intelligence (BII)**. Staff, family, and friends can call toll free using 800-677-0330 and inmates can call **by**

⁸ 5-ACI-3D-01

⁹ 5-ACI-3D-01

dialing 999 (no *) at no charge. This hotline is not intended for reporting allegations of sexual abuse or sexual harassment. Such reports shall be made in accordance with the procedures outlined in Department policy DC-ADM 008, "Prison Rape Elimination Act (PREA)."

- b. The facility-specific personal identification number (PIN) is listed on the **Inmate Abuse Hotline Flyers (English and Spanish) (Attachment 1-A)** posted on bulletin boards throughout the facility.

G. Payment¹⁰

1. Telephone calls using the AITS must either be collect in accordance with **66 Pa. C.S. §2907**, where the cost of the telephone call must be borne by the called party, or through pre-paid **time** purchased by the inmate.
2. Pre-paid **time** may be purchased in the commissary in \$10, \$15, \$25, or \$50 amounts, not to exceed a \$100 limit per week.
3. **With the exception of serious illnesses, hospitalizations, or deaths of an immediate family member**, a call placed under exceptional circumstances as stated in **Subsection D. above, will follow these rules for payment:**
 - a. **the calls** must be collect or paid for by the inmate;
 - b. **a facility-owned** telephone may be used only when such a call cannot be made on the AITS;
 - c. prior to placing a non-collect call, the inmate must sign a cash slip authorizing the deduction from his/her account **for the call; and**
 - d. if the inmate is indigent (has no funds currently available) and a collect call is not feasible, the cost shall be charged to the inmate's account and the debt will be satisfied as funds are deposited to his/her account.
4. Pre-Paid Phone Account Refunds
 - a. When the inmate is scheduled for release, Inmate Accounting personnel at the facility will contact the on-site phone administrator/designee to terminate the inmate's pre-paid phone account and determine any remaining balance.
 - b. Inmate Accounting personnel will include the refund amount for pre-paid phone accounts with the pay-off figure for the inmate.
 - c. The facility will reimburse the inmate for the remaining balance of his/her pre-paid phone account. Reimbursement will be for the full balance of the account.

¹⁰ 5-ACI-7D-12

ABUSE HOTLINE

**THE PENNSYLVANIA DEPARTMENT OF CORRECTIONS
HAS A ZERO TOLERANCE FOR VIOLENCE OR INMATE ABUSE BY STAFF.**

**IF YOU HAVE INFORMATION ABOUT AN INMATE BEING ABUSED BY STAFF,
PLEASE CALL THE DOC'S ANONYMOUS, TOLL-FREE HOTLINE**

**NOTE: THIS HOTLINE IS NOT INTENDED FOR REPORTING ALLEGATIONS OF SEXUAL ABUSE
OR SEXUAL HARASSMENT. SUCH REPORTS SHALL BE MADE IN ACCORDANCE WITH THE
PROCEDURES OUTLINED IN DC-ADM 008, "PREA."**

DIALING INSTRUCTIONS:

- 1. Select Language - 1- English, 2- Spanish**
- 2. Select Type of Call - 1- Collect**
- 3. DIAL 999 (NO * BEFORE THE 999)**
- 4. ENTER FACILITY PIN # BELOW**

**SO THE MATTER CAN BE INVESTIGATED, PLEASE PROVIDE DETAILED
INFORMATION, SUCH AS:**

- DATE OF INCIDENT**
- NAME OF EMPLOYEE INVOLVED**
- NAME OF INMATE INVOLVED**
- SPECIFIC DETAILS OF THE ABUSE**
- DO NOT JUST SAY YOU ARE BEING ABUSED AND THEN HANG UP**

LINEA DIRECTA DEL ABUSO

EL DEPARTAMENTO DE PENNSYLVANIA DE CORRECCIONES TIENE UNA TOLERANCIA CERO PARA EL ABUSO DE VIOLENCIA O PRESO POR EL PERSONAL.

SI TIENE INFORMACIÓN SOBRE UN PRESO ESTANDO ABUSADO POR EL PERSONAL, LLAMA POR FAVOR LA LINEA DIRECTA ANÓNIMA Y GRATUITA DEL DOC

NOTA: ESTA LÍNEA DIRECTA NO ESTÁ DESTINADA PARA DENUNCIAR CASOS DE ABUSO O ACOSO SEXUAL. DICHAS DENUNCIAS DEBEN REALIZARSE CONFORME EL PROCEDIMIENTO ESTABLECIDO EN DC-ADM 008, "PREA."

INSTRUCCIONES DE MARCADO:

1. Seleccione el lenguaje - 1-English, 2-Español
2. Seleccione el tipo de llamada - 1-recoger
3. MARCA 999 (SIN *)
4. ENTRA EI NUMERO DE INSTALACIONES ABAJO

PARA INVESTIGAR EL ASUNTO, POR FAVOR DAR INFORMACIÓN DETALLADA, COMO:

- LA FECHA DE INCIDENTE
- NOMBRE DE EMPLEADO IMPLICADO
- NOMBRE DE PRESO IMPLICADO
- DETALLES ESPECÍFICOS DEL ABUSO
- NO DIGA QUE LO ESTAN ABUSANDO Y DESPUES CUELGA

Section 2 – Privileges and Restrictions

A. Obtaining Telephone Privileges

1. An inmate will be permitted to place a call on the Automated Inmate Telephone System (AITS) within **12** hours of initial reception or recommitment as a parole violator (PV). The inmate *is not* required to have an Inmate Personal Identification Number (IPIN) to access the system. The length of the call is limited to 15 minutes. ***It is the expectation that all new commits or PVs successfully make contact with one person of their choice (unless considered restricted under Subsection B. below) within 12 hours. For those inmates whose attempt is unsuccessful, they shall be provided with at least one additional phone call within 12 hours of initial reception or recommitment. If they are still unsuccessful, they shall be advised and provided with another attempt within the next 24 hours. All free phone calls and call details shall be documented on the Inmate Telephone Services Free Inmate Telephone Call Log (Attachment 2-A).***
2. A list of every approved telephone number shall be established during the initial classification period and recorded on the **DC-8A, Inmate Telephone Authorization Form (Attachment 2-B)**. A copy of the **DC-8A** will be kept in the inmate's record.
3. The inmate must sign the **DC-8A** verifying that he/she has read, or has had read to him/her, the provisions of this policy. Failure to sign the form will result in denial of inmate telephone privileges.
4. An individual inmate telephone list is limited to 20 active telephone numbers.
5. An attorney's telephone number is to be listed separately on the **DC-8A**, and is not counted against the total of 20. The attorney must be representing the inmate and the relationship must be verifiable. The attorney telephone number must be verifiable (***using the PA Disciplinary Board Website***) and these calls will not be recorded or monitored.¹
6. The complete name, relationship, telephone number, and street address of every person whom the inmate wishes to call must be listed on the **DC-8A**. A Post Office Box may be considered a valid address. An incomplete form will be returned to the inmate without action.
7. The inmate may request to add or delete from his/her approved list of telephone numbers ***by submitting*** the **DC-8B, Supplementary Authorized Inmate Telephone Numbers Form (Attachment 2-C)**. Failure to sign the form will result in denial of ***the request***.
8. The inmate may place calls when he/she receives ***his/her IPIN and when his/her DC-8A/B has been received and programmed*** into the AITS under his/her IPIN.

¹ 5-ACI-3D-01, 5-ACI-3D-02

9. The IPIN number issued to the inmate is considered confidential. The loaning, borrowing, or theft of that number is prohibited and will result with any involved inmate receiving a misconduct and loss of telephone privileges.
10. In the event the inmate experiences difficulty in using the AITS after his/her phone numbers have been entered into the AITS computer, a **DC-8C, Telephone System Discrepancy Form (Attachment 2-D)** will be completed to resolve the problem. The form shall be forwarded to the Telephone System Administrator (SA) for resolution. Copies of call detail records will not be provided.
11. The inmate shall be notified in the event that the system experiences any malfunctions or becomes inoperable.

B. Restrictions

1. A call on the AITS is initially announced to the called party as originating from a correctional facility and subject to monitoring and/or recording. Announcements will be made periodically during telephone conversations. There will be no reimbursement for the time consumed by these recorded announcements.
2. An inmate is prohibited from initiating calls to the following:
 - a. an inmate, a former inmate, parolee, probationer, or co-defendant(s) without the written approval of the Facility Manager/designee;
 - b. an employee of the Department, unless requested in writing by the employee and approved in writing by the Facility Manager/designee, **at both the facility where the employee is assigned and the facility where the inmate is housed;**
 - c. a former employee **of the Department, unless requested in writing by the former employee and approved in writing by the Facility Manager/designee;**
 - d. a judge, criminal justice official, prosecutor, or court administrator without his/her prior written approval;
 - e. a minor unless approved in writing by **the custodial** parent or legal guardian;
 - f. a victim of the crime for which the inmate is incarcerated, unless requested in writing by the victim and approved by the Facility Manager/designee;
 - g. a member of the public who requests, in writing, to have his/her telephone number blocked;
 - h. all toll-free and emergency numbers (800, 888, 911) with the exception of toll-free numbers for the Pennsylvania Relay Service for Telecommunication Devices for the

Deaf (TDD) and Teletypewriters (TTY) equipment for the hearing impaired in accordance with **Section 1** of this procedures manual;²

- i. an inmate is prohibited from three-way calling and call forwarding as defined in the **Glossary**. Calls made through a call routing service as defined in the **Glossary** are permitted;
 - j. placing a call through a multiple long-distance carrier;
 - k. placing a call to a local, county, state, or federal correctional facility, a Community Corrections Center (CCC) **or Community Contract Facility (CCF)**, or to an inmate housed there without the prior written approval of officials at both facilities; and
 - l. ***anyone who has an active Protection from Abuse Order (PFA) against the inmate that prohibits such contact.***
3. If written approval is granted for any of the calls listed above, the call shall be monitored.
 4. Use of any facility telephone or other telephone not specifically designated for an inmate is prohibited except as otherwise outlined in **Section 1** of this procedures manual.
 5. A telephone number that the facility has reason to believe is being used to violate Department policy or regulations will be blocked.
 6. Use of the same telephone number on multiple IPIN lists ***is permitted***.
 7. **Warning:** Calls placed to cell phones, or phones of inferior quality may be automatically terminated due to static, adverse weather conditions, weak signals, or activation of the call waiting feature. If this occurs, there will be no reimbursement for the call set-up fee that is incurred when the number is re-dialed. Likewise, if someone at the called number picks up an extension phone or the call waiting feature has been activated, the call may be automatically terminated, and you will not be reimbursed for the call set-up fee that will be incurred when the number is re-dialed.

C. Transfer of Telephone Privileges

1. When an inmate transfers from one facility to another, ***location information is updated within the inmate telephone system via an automated data feed from the Department of Corrections (DOC) to the inmate telephone provider web service. This process occurs once daily, therefore, a change to location will not be reflected within the inmate phone system until the day following the actual change.***
2. Questions regarding the transfer of inmate telephone data should be directed to the on-site telephone SA/designee.

² 5-ACI-7D-12

**Inmate Telephone Services
Inmate Telephone Authorization Form**

Inmate Name (first/last):	Inmate #:	Date:	Facility:	Housing Unit/Cell #:	Inmate IPIN #:
NUMBER(S) REQUESTED					
(Area Code) Number	Name of Person(s)	Address (include City, State, Zip)		Date of Birth	Relation to You
1. ()					
2. ()					
3. ()					
4. ()					
5. ()					
6. ()					
7. ()					
8. ()					
9. ()					
10.()					
11.()					
12.()					
13.()					
14.()					
15.()					
16.()					
17.()					
18.()					
19.()					
20.()					
()	Attorney:				
()	Attorney:				
<p>Any telephone call that you make or receive in any state correctional facility, may be intercepted, recorded, monitored, or divulged. The only exception is properly placed telephone calls to or from your attorney. _____ Inmate Signature</p> <p>() All Approved () All Approved Except:</p>					
Remarks:					
Approving Signature:			Title:		Date:

**SUPPLEMENTARY AUTHORIZED INMATE TELEPHONE NUMBERS
Commonwealth of Pennsylvania – Department of Corrections**

Inmate Name:	Inmate #:	Housing Unit/Cell #:	Date:
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1. REMOVAL FROM LIST OF AUTHORIZED INMATE TELEPHONE NUMBERS

Name	Relationship	Telephone #	Address	Date of Birth	Date

2. ADDITIONS TO LIST OF AUTHORIZED INMATE TELEPHONE NUMBERS

Name	Relationship	Telephone #	Address	Date of Birth	Date

3. All Approved: _____ All Approved Except: _____

Any telephone call, which you make or receive in any state correctional facility, may be intercepted, recorded, monitored, or divulged. The only exception is properly placed telephone calls to or from your *authorized* attorney. _____ Inmate Signature

Remarks:

Approving Signature:	Title:	Date:
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Telephone System Discrepancy Form

Inmate Name:	Inmate Number:
Inmate Housing Unit/Cell Number:	
All information must be completely filled in. Please be specific.	
Telephone Number Called:	Inmate Telephone Used:
Time and Date of Call:	
State exact nature of problem and/or concern: (Please print)	
Please be advised that the following are some reasons that your call may be disconnected:	
<ul style="list-style-type: none">a. Other party accepts a call waiting tone;b. Other party trying to make a three-way call;c. Playing with the buttons, switch hook or receiver during your call;d. Answering machines;e. All 800, 888, and 900 numbers;f. Any number that does not allow collect calls; <i>and</i>g. <i>A cellular telephone, telephones of inferior quality due to static, adverse weather conditions, weak signals, or activation of the call waiting feature.</i>	

Signature: _____ **Date:** _____

DC-ADM 818, Automated Inmate Telephone System (AITS) Procedures Manual
Glossary of Terms

Attorney – Any person licensed to practice law in any state or federal court and who represents an inmate.

Automated Inmate Telephone System (AITS) – A computer-based telephone system which enables the Department to monitor and control the use of inmate telephones.

Call Block – Placing a restriction on a specific number or series of numbers which prohibits calling those numbers.

Call Forwarding – The transfer of a call placed to an individual named on the inmate's telephone authorization form to an individual not named on the inmate's telephone authorization form.

Call Records – The data storage and retrieval of all calling information.

Call Routing – The process by which a telecommunications provider regulated by the Federal Communications Commission or a state public utilities commission directs a call placed to a number assigned to an individual named on the inmate's telephone authorization form to that individual at a different telephone number.

Called Number Frequency – The ability to place a limit on the number of times an individual number may be called in any given period.

Calling Blocks – Fifteen minutes of time with which an inmate may make phone calls. Thirty-minute calling blocks are permitted for inmates who must use the TTY/TDD equipment.

Compact Disc (CD) – A device used to digitally record a telephone conversation from the hard drive of the AITS.

Department – The Pennsylvania Department of Corrections.

Electronic Surveillance – The interception, recording, monitoring, and/or divulging of inmate telephone calls.

Facility Authorized Telephone Call – Telephone calls placed for inmates by staff on the facility's regular telephone system.

Facility Manager – The Superintendent of a State Correctional Facility, Commander of a Motivational Boot Camp, director of a Community Corrections Center, or Director of the Training Academy.

Immediate Family Member – Immediate family members are defined as spouse (includes valid common law), children, parents, grandparents, brothers, sisters, guardian, and aunt or uncle or step relatives in the aforementioned categories with whom the inmate has made his/her home. Such relationships must be verifiable by the counselor.

DC-ADM 818, Automated Inmate Telephone System (AITS) Procedures Manual
Glossary of Terms

Inmate Personal Identification Number (IPIN) – The unique set of six digits assigned to individual inmates, which enables them to access the AITS.

Inmate Telephone Authorization (DC-8A) – A Department form completed by inmates listing the name, relationship, telephone number, and address of individuals with whom the inmate is requesting to maintain telephonic communications.

Inmate Telephone Authorization Supplement (DC-8B) – A Department form completed by an inmate requesting changes to his/her approved telephone list.

Investigative or Law Enforcement Officer – Any officer of the United States or of the Commonwealth of Pennsylvania or political subdivision thereof, who is empowered by law to conduct investigations of or to make arrests for offences enumerated in the **Wiretapping and Electronic Surveillance Act, 18 Pa.C.S. §5701 et. Seq.**, and any attorney authorized by law to prosecute or participate in the prosecution of such offence.

Minor – Any person under 18 years of age.

Multiple Long-Distance Carriers – Companies which offer long distance calling requiring a five-digit code for access.

North American Calling Plan – The area includes all 50 states, Canada, and parts of the Caribbean Islands composed of the following with area codes: Bahamas (242), Bermuda (441), Barbados (246), British Virgin Islands (284), Puerto Rico (787), and the U.S. Virgin Islands (340).

Pennsylvania Relay Service – The Pennsylvania Relay Service is a telephone service that allows persons to use TDDs to communicate with hearing and speech-impaired persons and, vice-versa, through the assistance of specially trained operators.

Recording Media – A digital audiotape or other electronic recording medium which stores the human voice.

Recording/Monitoring (R/M) – The recording/monitoring of inmate telephone conversations.

Station-to-Station Calling – Enables the caller to speak to any answering party at the number you have asked the operator to dial.

Text Telephone (TTY/TTDs) – Telecommunications Devices for the Deaf (TDD) are typewriter-like machines that permit hearing or speech-impaired persons to communicate by typing messages back and forth over telephone lines.

Three-Way Calling – A telephone company service which adds a third party with a different telephone number to an existing conversation.