

## **Inmate Telephones**

### **Inmate Messages or Inmate Voicemail (You must setup a phone account with IC Solutions)**

Anyone with a phone ONLY account can also leave the inmate their own personal voicemail by following the instructions below:

1. Families and friends will be directed to use the inmate voicemail for non-emergency messages such as: “I set up the phone you can call me”, “call your grandma she wants to know how you are doing” and “call me at 6 I get off later today” etc.
2. So for general non-emergency voicemails:
  - a. To set up inmate voicemail and phone calls, families/friends must complete the following steps:
    - i. Families/friends will need to call the phone company at 1-888-506-8407 and set up a pre-paid account. (YES family/friends set it up because inmates cannot do it from their canteen)
3. Please keep in mind, families/friends pay for these calls - NOT Inmates or Attorneys.
4. Families/friends will have to create a pin number for their account (so that no one else can use it) (And have money on it)
5. Then they call 434-260-6640 (to actually leave the message).
6. The family/friend will be asked for the pin # they created when they set up the account above. (that the family/friend created)
7. Then it will ask you for the inmate’s ID number/Canteen #. (This is NOT the booking number).
8. Now the family/friend should then be able to leave the inmate a message.
9. Families pay \$1 to leave the message but, inmates can listen to it for free.
  - a. When the inmate picks up the phone and put in their ID the phone system tells them they have a message.

Families should call the facility at 434-977-6981 x241 to notify the Shift Commander/Classification of bona fide emergencies as: deaths, car accidents etc. which must be confirmed before this information is given to an inmate.

1. Accounts can be set up for landlines or cell phones.
2. All calls are recorded and subject to monitoring.
3. Inmates must record their true name so family/attorney knows whose calling,
4. Calls are 15 minutes.
5. Inmates are not allowed to call persons who are their victims, victim’s families or any other person that has a court order or does not want the inmate to call.
6. Inmates should know their called party.
7. An inmate can make as many calls they want between 8:00 am until 10:00 pm daily. (unless there is a disciplinary restriction)

8. You will not be reimbursed for dropped calls. (Cell phone accounts are set up at your own risk).
9. **Access to the telephone is not a right, but rather a privilege other than attorney calls, and as such this privilege may be regulated and/or terminated in accordance with facility policies and procedures.** You will not be reimbursed for calls disabled for safety and security reasons of the facility.
10. Incoming calls to inmate telephones are **not** permitted.
11. Staff is not allowed to give messages to inmates including advising them that an account has been set up for inmates to call them.
  1. Upon arrival inmates are advised that it may take a few days for you to set up an account.
    1. **Bonafide emergency messages** (which will be verified) should be addressed to the Shift Commander and will be given to the inmate according to facility policy and procedure.
12. All inmates booked into ACRJ are given 2 free calls including long-distance and domestic international.
13. **Inmates are not permitted access to cell phones or to the jail's business telephones.**

### **To have your number blocked**

1. If you receive a call from an inmate, and you are threatened or harassed in any way, the best option is not to accept anymore calls. However, if this does happen to you, you should file a report with your local law enforcement agency who can investigate to determine whether criminal prosecution should be initiated.

### **Phone blocks and unblocks**

1. Phone block request and removal of a blocked number can only be done in writing by the phone account holder by email, fax, mail, or in person).
  - a. Administrative (ACRJ) block – removal will require the approval of jail administration or designee. Called party requested block – removal will require request in writing to Mrs. G. Murray-Key.
  - b. The request must be the phone account holder.

### **Don'ts**

1. You are not allowed to make 3-way calls for an inmate(s) for any reason. This includes but is not limited to: calling family, friends, victims, ACRJ, Probation and Parole, OAR, Region Ten, attorneys, courts etc.
2. Violation of ACRJ phone policies could result in disciplinary actions against the inmate and your phone number shall be suspended by the facility from receiving calls from

ACRJ and/or criminal charges could also be placed against you for assisting in criminal activities.

## **Inmate Accounts**

Money orders and cashier's checks will ONLY be accepted through the mail. **DO NOT SEND CASH THROUGH THE MAIL.** Personal checks will NOT be accepted. All money orders and cashier's checks **must** have the inmate's name and the facility name on them. The sender's name and address are also required.

Upon release from the facility, all funds credited to the inmate's account may be picked up by the inmate only during normal business hours- Monday through Friday 8:30 a.m. to 3:30 p.m. excluding weekends and ACRJ recognized holidays.

Inmate accounts and their balance cannot be discussed with anyone other than the inmate. Funds can only be released to the inmate. An inmate can fill out an ACRJ Inmate Property Release Form to give you money/property. You must present valid government issued photo ID.

For more information regarding Inmate Accounts visit the ACRJ [Finance](#) page.

For information regarding [Canteen](#) purchases click here.

**Questions or concerns of can be addressed to  
Gequetta G. Murray-Key at 434-977-6981 x226 [murray-keyg@acrj.org](mailto:murray-keyg@acrj.org)**