

# Memorandum

Date : June 18, 2010

To : Associate Directors, Division of Adult Institutions  
Wardens  
Camp Commanders  
Community Correctional Facilities Administration

Subject: **NEW REDUCED INMATE COLLECT CALL RATES EFFECTIVE JULY 1, 2010**

The purpose of this memorandum is to (1) provide information about the new reduced inmate collect call rates that will be charged by Global Tel\*Link (GTL) and (2) transmit the attached notices to inmates and family/friends.

**Effective July 1, 2010 GTL will charge family and friends new reduced inmate call charges for all domestic collect and pre-paid calls for all call types (local, long distance, and interstate).** This action is a result of Senate Bill 81 (SB 81) approved by the Governor in 2007 that required GTL to reduce the inmate call charges over four fiscal years. The call set-up charge also known as the surcharge and the rate per-minute charge will be reduced. This is the final rate reduction associated with the SB 81 mandate.

The California Department of Corrections and Rehabilitation (CDCR) worked with GTL to prepare notices to family and friends that includes the new charges, effective timeframe, and CDCR facilities associated with the new charges. No action is required to receive the new reduced rates.

GTL prepared the attached notices (in English and Spanish) to inmates, and family and friends. **Please post the notices near the inmate phones and family visiting areas. Please provide copies to the Inmate Advisory Council representatives.**

CDCR will provide copies of the notices to the Statewide Inmate Family Council (IFC) Chairperson to share within the IFC family network. GTL current and past notices can be found at [www.cdcr.ca.gov/Visitors/Receiving Calls from Inmates and Wards.html](http://www.cdcr.ca.gov/Visitors/Receiving Calls from Inmates and Wards.html).

Questions regarding this memorandum should be addressed to Monica McGrath, Manager, Telecommunications Section, at (916) 255-2217.

  
GEORGE J. GIURBINO  
Director  
Division of Adult Institutions

Attachments

cc: Monica McGrath, Telecommunications Section, CDCR



2609 Cameron Street  
Mobile, AL 36607

**CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION**

**NOTICE TO INMATES**

On July 1, 2010 Global Tel\*Link (GTL) will charge new, reduced inmate call charges for all domestic collect and pre-paid calls that include local, long distance, and interstate calls. The new rates will be in effect from July 1, 2010 until January 31, 2011.

Senate Bill 81 was approved by the Governor on August 24, 2007 and required GTL to reduce inmate call charges over four fiscal years. GTL provided the State with new collect call charges for each fiscal year. This is the final rate reduction.

**Please share the information on this notice with family and friends.**



Please Contact GTL Customer Service for billing or blocking questions:

1-888-415-0377

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All current and past GTL notices can be found on the CDCR web-site at:

[http://www.cdcr.ca.gov/Visitors/Receiving\\_Calls\\_From\\_Inmates\\_and\\_Wards.html](http://www.cdcr.ca.gov/Visitors/Receiving_Calls_From_Inmates_and_Wards.html)



2609 Cameron Street  
Mobile, AL 36607

**DEPARTAMENTO DE CORRECCIÓN Y REHABILITACIÓN DE CALIFORNIA**

**AVISO A LOS RECLUSOS**

A partir del 1 de julio de 2010 Global Tel\*Link (GTL) cobrará una tarifa nueva y reducida por las llamadas a cobrar y por las llamadas prepagadas que hagan los reclusos dentro del país y que incluyan llamadas locales, de larga distancia y de un estado a otro. La nueva tarifa estará vigente desde el 1 de julio de 2010 hasta el 31 de enero de 2011.

El Proyecto de Ley 81 del Senado fue aprobado por el Gobernador el 24 de agosto de 2007 y exige que GTL reduzca durante cuatro años fiscales los cargos que les cobra a los reclusos por las llamadas telefónicas que hacen. GTL le proporcionó al estado los nuevos cargos por las llamadas a cobrar para cada año fiscal. Esta es la reducción final de la tarifa.

**Sírvase compartir la información que aparece en este aviso con sus familiares y amigos.**



Tenga la bondad de comunicarse con el Servicio al Consumidor de GTL si tiene preguntas sobre su factura o sobre llamadas bloqueadas:

1-888-415-0377

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Todos los avisos actuales y previos emitidos por GTL pueden encontrarse en el sitio Web del CDCR en:

[http://www.cdcr.ca.gov/Visitors/Receiving\\_Calls\\_From\\_Inmates\\_and\\_Wards.html](http://www.cdcr.ca.gov/Visitors/Receiving_Calls_From_Inmates_and_Wards.html)



**DEPARTAMENTO DE CORRECCIÓN Y REHABILITACIÓN DE CALIFORNIA**

**AVISO A FAMILIARES Y AMIGOS**

A partir del 1 de julio de 2010 Global Tel\*Link (GTL) cobrará una tarifa nueva y reducida por las llamadas a cobrar y por las llamadas prepagadas que hagan los reclusos dentro del país y que incluyan llamadas locales, de larga distancia y de un estado a otro. Esta medida es resultado del Proyecto de Ley 81 del Senado que exige que GTL reduzca las tarifas que les cobra a los reclusos durante cuatro años fiscales. El cargo por conectar la llamada, conocido también como recargo, y la tarifa que se cobra por minuto de llamada también serán reducidos. Esta es la reducción final de la tarifa.

**Usted no tiene que hacer nada para recibir la nueva tarifa reducida.**

La nueva tarifa estará vigente del 1 de julio de 2010 hasta el 31 de enero de 2011.

<b>Nueva tarifa para instituciones para adultos, campamentos penitenciarios, instalaciones correccionales comunitarias privadas y el Centro Correccional Comunitario para Rehabilitación de Mujeres</b>			
<b>Tipo de llamada</b>	<b>Nuevo sobrecargo por llamada</b>	<b>Nueva tarifa por minuto</b>	<b>Nuevo precio de una llamada de 15 minutos*</b>
Local	\$0.58	\$0.058	\$1.45
De larga distancia	\$.77	\$0.084	\$2.03
De un estado a otro	\$1.52	\$0.342	\$6.65

*\*Este precio no incluye los impuestos locales pertinentes ni los Cargos de Servicio Universal Federal.*

Tenga la bondad de comunicarse con el Servicio al Consumidor de GTL si tiene preguntas sobre su factura o sobre llamadas bloqueadas:

1-888-415-0377

\*\*\*\*\*  
Todos los avisos actuales y previos emitidos por GTL pueden encontrarse en el sitio Web del CDCR en:

[http://www.cdcr.ca.gov/Visitors/Receiving\\_Calls\\_From\\_Inmates\\_and\\_Wards.html](http://www.cdcr.ca.gov/Visitors/Receiving_Calls_From_Inmates_and_Wards.html)



**CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION**

**NOTICE TO FAMILY AND FRIENDS**

On July 1, 2010 Global Tel\*Link (GTL) will charge new, reduced inmate call charges for all domestic collect and pre-paid calls that include local, long distance, and interstate calls. This action is a result of Senate Bill 81 that required GTL to reduce the inmate call charges over four fiscal years. The call set-up charge also known as the surcharge and the rate per-minute charge will be reduced. This is the final rate reduction.

**No action is required to receive the new reduced rates.**

**The new rates will be in effect from July 1, 2010 until January 31, 2011.**

<b>New rates for adult Institutions, Camps, private Community Correctional Facilities, and the Female Rehabilitative Community Correctional Center</b>			
<b>Call Type</b>	<b>New Per Call Surcharge</b>	<b>New Rate per Minute</b>	<b>New Cost of a 15-minute call*</b>
Local	\$0.58	\$0.058	\$1.45
Long Distance	\$.77	\$0.084	\$2.03
Interstate	\$1.52	\$0.342	\$6.65

*\*Cost does not include applicable local taxes and Federal Universal Service Fees.*

Please Contact GTL Customer Service for billing or blocking questions:

1-888-415-0377

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All current and past GTL notices can be found on the CDCR web-site at:

[http://www.cdcr.ca.gov/Visitors/Receiving\\_Calls\\_From\\_Inmates\\_and\\_Wards.html](http://www.cdcr.ca.gov/Visitors/Receiving_Calls_From_Inmates_and_Wards.html)

**Gaines, Thomas@CDCR**

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**From:** McGrath, Monica@CDCR  
**Sent:** Friday, June 25, 2010 1:00 PM  
**To:** CDCR Institutions Wardens; Sullivan, William "Joe"@CDCR; Herndon, Debra@CDCR; Poulos, Mike@CDCR; Clark, Ken@CDCR; Harman, Dalinda@CDCR; Rawlinson, P Ty@CDCR; Anglea, Hunter@CDCR  
**Cc:** Subia, Richard@CDCR; Bollinger, David@CDCR; Lueth, Brian@CDCR; Hidalgo, Oscar@CDCR; Kernan, Darby@CDCR; Malone, Sara@CDCR; Najera, Elizabeth@CDCR; Tice, Laurie@CDCR; Sanders, Beth@CDCR; Hysen, Deborah@CDCR; Cordano, Fred@CDCR; Dietz, Jan@CDCR; Vice, Tim@CDCR; Donaldson, Deborah@CDCR; Hernandez, Yesenia@CDCR; Giurbino, George@CDCR  
**Subject:** New Reduced Inmate Collect Call Rates - Effective 7/1/2010  
**Importance:** High  
**Attachments:** Memo fr Giurbino re Reduced Rates.pdf; 1 - GTL Notice to Inmates re New Rates ~ English rev 5-25-10.doc; 2 - GTL Notice to Inmates re New Rates ~ Spanish 2010.doc; 3 - GTL Notice to Inmate Family-Friends re New Rates ~ Prisons-Camps-CCF-FRCCC ~ Spanish 6-2010.doc; 4 - GTL Notice to Inmate Family-Friends re New Rates ~ Prisons-Camps-CCF-FRCCC ~ English rev 5-25-10.doc; 5 - GTL Notice to Inmate Family-Friends re New Rates ~ Family Foundations ~ English rev 5-25-10.doc; 6 - GTL Notice to Inmate Family-Friends re New Rates ~ Family Foundations ~ Spanish 6-2010.doc

Good afternoon,

The purpose of this e-mail is to transmit the attached memorandum signed by George Giurbino, Director, Division of Adult Institutions and the attached Notices in English and Spanish regarding new reduced inmate collect call rates. In an effort to keep family and friends informed, CDCR requested that GTL include the rates and approximate cost of a 15-minute call.

Please note: The new rates are effective through the end of the IWTS Contract term, which currently is January 31, 2011. However, the State will be working with GTL to extend the contract term to ensure there is no interruption in services to cover the IWTS 2 Invitation for Bid (IFB) procurement and transition. The IWTS 2 IFB is currently scheduled to be awarded on December 14, 2010 with an 18-month transition period. Please direct questions to Monica McGrath, IWTS Manager, (916) 255-2217 or via e-mail. Have a great day! Thank you!

The attachments have been numbered one (1) through six (6). The specific distribution is listed below:

**Institutions, Camps, Community Correctional Facilities, and the FRCCC**

- Please print the memo and Notices 1 through 4 for distribution.
- CCFs - the new rates **only** apply to the CCFs that use the IWTS Contract that include: *Central Valley MCCF, Desert View MCCF, Golden State MCCF, and Leo Chesney.*

**Family Foundations**

- Please print the memo and Notices 1, 2, 5, and 6.

- Rates for the Family Foundations are different and have their own notices with the rates.

The notices are posted on the CDCR web-site at  
[www.cdcr.ca.gov/Visitors/Receiving\\_Calls\\_from\\_Inmates\\_and\\_Wards](http://www.cdcr.ca.gov/Visitors/Receiving_Calls_from_Inmates_and_Wards)

*Monica McGrath* Manager  
Inmate/Ward Telephone System (IWTS)  
Telecommunications Section  
California Department of Corrections and Rehabilitation  
(916) 255-2217 - Office  
(916) 255-6050 - Fax  
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