



Rhode Island Department of Corrections  
Division of Institutions and Operations  
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## MEMORANDUM

**TO:** All Inmates and Inmates' Families/Friends  
**FROM:** Jake Gadsden, Assistant Director, Institutions & Operations  
**DATE:** Friday, August 24, 2007  
**SUBJECT:** **Inmate Telephone Service**

The ACI is changing to a new telephone company. There will be some changes. Most importantly:

- The new rates will be much lower ; as low as 63¢ for the total in-state call.
- Each inmate will be able to maintain his/her own pre-paid telephone account, rather than the person being called having to pay for the call (although collect calling will still be permitted).
- Once the new contract is in place, the State will receive no commission.

These changes are because of a law passed last year. Unfortunately it's taking longer than we had hoped for the new telephone contract to begin. So we will need to keep the current system and the current rates in place for a number of months. We are placing top priority on this change.

We know that, in this period before the switch, families and friends will be paying higher rates than under the new contract. However, once the new system is in place, the old company will return profits to the ACI, and we will in turn distribute this to the inmates' pre-pay telephone accounts in a fair and equitable fashion. This will be like getting a rebate on the calls placed before new system starts.

Because the better rates might increase telephone usage, DOC will review the rules on telephone usage to insure that everyone has fair and equitable access to telephones.

In the near future you will be given more information and instructions on how to set up a pre-paid account.

We appreciate your understanding as we move to implement the system.