

Ada County Juvenile Detention Center's Telmate Telephone Service

Our vendor Telmate (<http://www.telmate.com/>) provides the telephone service for residents of Ada County Juvenile Detention Center. Phone calls are recorded and should not be considered private or exempt from the court record.

A resident can contact family and friends by calling **collect** from telephones provided within the facility. Family and friends must be willing to accept the charges. A resident cannot receive incoming phone calls, and employees are not permitted to deliver personal messages to residents. Every resident who enters Detention receives a Telmate Personal Identification Number (PIN) that permits them to use the phones, and provides them a voice mailbox to check messages. Prepaid Accounts can be set up by the resident's family/friends, which will allow the resident to call out (see the Calling Options section below for details).

You may request to have your phone number blocked from receiving calls from our facility by contacting Telmate toll-free at 1-866-516-0115. Telmate does not remove blocks on phones per resident request; it must be done by the person receiving the phone call. If you wish to remove your phone number from being blocked, again contact Telmate at 1-866-516-0115.

TTY services for the hearing impaired are available upon request.

Calling Options Provided by Telmate

1. Collect Calls - Resident places a collect call that is accepted and paid for by the party they are calling (friends and family members).

*Note: Residents CANNOT make collect calls to phone numbers that are blocked from receiving collect calls. The two Calling Options below eliminate the problem of collect call blocks.

2. Destination Number Prepaid Account– Prepaid Accounts are set up by the called party (the resident's family/friends) to place prepaid calls to specific destination phone numbers. When a resident places a call to these destination phone numbers, the call charges are deducted from the called party's Prepaid Account.

3. Resident Prepaid Account – Resident family and friends can add money to a resident's Prepaid Account, allowing the resident to call any unblocked number they choose.

How to Set Up a Prepaid Account

A Prepaid Account can be set up easily, and money added to an account, by using any of these methods:

- Call Telmate toll-free at 1-866-516-0115
- Via Telmate's Website at <http://www.telmate.com/>
- Via the Telmate kiosk located in the lobby of Ada County Juvenile Court at 6300 W Denton St in Boise.

Note: Telmate allows a ONE TIME, 1-MINUTE complimentary free call between the resident and the called party when the number that the resident is trying to call is blocked from receiving collect calls.

If you are having trouble with your account or billing, please contact Telmate at 1-866-516-0115.

Telmate Calling Rates

- Local Collect Calls - \$2.10 for 15 minutes
- Local Prepaid Calls - \$1.75 for 15 minutes
- Long Distance Collect Calls in Idaho - \$6 to \$8 for 15 minutes
- Long Distance Prepaid Calls in Idaho - \$4 to \$5 for 15 minutes

Calls are billed in 15 minute increments. There are transaction fees for adding money to an account (prepaid accounts). Please contact Telmate at 1-866-516-0115 to get specific rate quotes.

Notice on 3-Way Calling Attempts

The Telmate system automatically terminates any actual or potential 3-way calling activity. Understanding what causes a 3-way call termination will prevent your calls from becoming disconnected.

Please direct your attention to this list to prevent your call from being terminated:

- Do NOT attempt a 3-way call. All 3-way calls will be immediately terminated.
 - Do NOT use a speaker phone or amplified phone.
 - Do NOT use a cordless phone out of range or one with static problems.
 - Do NOT accept call waiting during your call.
 - Do NOT yell into the phone.
 - Do NOT cup a hand over the mouthpiece to mute or cut out background noise.
 - Do NOT cough into the phone.
 - Do NOT pick up another extension during the call. If this is necessary, speak immediately after picking up the extension.
 - Begin your conversation immediately after accepting the call.
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How to Reject or Block Calls from Residents

Telmate's telephone service allows you to block your number so that residents at Ada County Juvenile Detention Center cannot call your number. If you receive a call from a resident, you will be given the option of accepting the call, hanging up, blocking all calls from the resident, or blocking all calls from any residents in the Ada County Juvenile Detention Center. Simply follow the phone prompts during the call.

How to Leave a Voice Message for a Resident

Family and friends can leave residents a voicemail message up to 3 minutes long for \$1.25. Just call Telmate toll-free at 1-866-516-0115 and follow the prompts.

For any customer service issues regarding resident telephone services, contact Telmate toll-free at 1-866-516-0115.