Inter-Office
MEMORANDUM

DEPARTMENT OF PUBLIC SAFETY

No. _____

Suspense: _____

October 28, 2014

TO: All Concerned

FROM: Nolan P. Espinda, HFW

SUBJECT: INTERSTATE (LONG DISTANCE) COLLECT CALLING SERVICE TO THE CONTINENTAL UNITED STATES

Effective immediately, interstate (long distance) collect calling service for the inmate telephone system will be provided by Hawaiian Telcom. The calls will be processed through Global Tel Link, which allow calls to landline and wireless cell phones.

LANDLINE PHONES

- Billed to the receiving party's existing telephone service **-OR-**
- Billed to Global Tel Link Advance Pay Account

WIRELESS CELL PHONES

- Billed to Global Tel Link Advance Pay Account ONLY

Friends and family can establish Advance Pay Accounts by calling Global Tel Link at 1-877-650-4249. A one-time, one minute complimentary call is provided with information for creating a prepaid account and receiving future calls from a correctional facility.

DIALING INSTRUCTIONS

1. Dial **0 + Area Code + Phone Number** you are calling;
2. Follow voice prompts;
3. Press 1 for English; or press 2 for Spanish;
4. Dial **Area Code + Phone Number** you are calling;
5. Call will be connected upon acceptance by the receiving party.

The process for intrastate (inter-island) and international calls remains unchanged.

NPE:tll

c: COS, Capts/Lts, BOM, Reception, IFS, PCA, RSA, File
COS – Post in MSF & SNF Holding Units
RSA – Post in MSF & SNF Housing Units [Every Module & Quad]