

INMATE TELEPHONE CALLS

Upon committal to the jail facility, the inmate may use the telephone in the booking area to make any necessary calls (two call limit) to arrange for bond and/or notify family or friends of his/her present situation. If any calls are long distance, they must be made "collect" only, no "third party" or "credit card" calls are allowed.

Collect call telephones are located inside the dayroom area of each cellblock. Once the inmate is placed into general population, he/she may make telephone calls from the cellblock. These calls are "collect" to the other party and there are no restrictions on the number of calls an inmate may make as long as all inmates have reasonable equal access to the telephone. Any abuse or misuses of the telephone system may result in the suspension of this privilege for personal calls to the entire cellblock. The telephone will be made available daily from after morning clean-up until approximately 11:00 P.M. Occasionally the phones will remain off during the day for security purposes.

The inmate telephone system is the private property of a private communications company. The system is installed, maintained and serviced by this company. **Questions regarding billing issues or inability to accept calls should be directed to the link below or to (800) 844-6591.** Other inquiries concerning the system or service should be directed to the administrative staff at the Sheriff's Office at (276) 645-7430, who will forward it on to the company liaison.

1. All calls, local or long distance, will be charged to the number being called (collect). This system will not accept credit card calls or third party billing. This includes calls to attorneys. All calls must be accepted as "collect" by the party or number being called.
2. All calls are timed for a maximum duration of fifteen (15) minutes.
3. Abuse, misuse or damage to the telephone system will be prosecuted criminally and/or civilly by the telephone/communications company.
4. Virginia Statutes provide for the service and it is installed for the convenience and benefit of the inmates. The Bristol Virginia City Jail reserves the right to disconnect any phone which is used for the purpose of annoying, threatening or any other calls which result in complaints being made to the jail administration.
5. If the party being called refuses to accept charges for the call, the attempt to place the call is to be terminated, as further calls may result in a harassing calls complaint being filed.
6. Incoming telephone calls, to the jail for inmates cannot be transferred to the housing areas. Emergency messages will be forwarded to the inmate concerned. No other messages will be taken or delivered.
7. All telephone calls may be monitored and/or recorded at anytime.

Correctional Billing Services is a subsidiary of SECURUS Technologies, Inc.



We Can Help You Stay In Contact With
An Incarcerated Friend or Family Member