

# 12. Telephone Plan Checklist

## [Rule 291.1](#)

Each facility shall have and implement a written plan, approved by the commission, governing the availability and use of inmate telephones.

### [Rule 291.1](#) Inmate Telephone Plan

- (1) **Immediately** after booking, but in no case later than **four hours** after arrival, a person shall be permitted to **make at least two completed telephone calls**. Toll calls should be made on a prepaid or collect basis. A **free telephone** shall be available for **local calls** for those inmates who otherwise would be unable to complete the two required calls. Facilities **may** have a special line reserved for inmate use.
- (2) Each facility shall provide for **reasonable access**, both local and long distance, between an inmate and his/her **attorney, family, and friends**. This may be on a prepaid or collect basis. The plan shall contain procedures for the handling of **emergency calls**.

### Notes:

- **Disclaimer:** The **bolded**, underlined, and/or **red** sections identify areas that most commonly require revision. However, **all provisions of the standard remain mandatory**, regardless of formatting or emphasis.
- Anything in **blue** is a **hyperlink** that can be clicked on to view pertinent info.
- It is helpful to preserve as much of the language in the standards as possible.
- Please address all components of the standard and don't leave anything out.