

1. Inmates are given one free commitment telephone call when first booked into the jail. After that, they are generally locked down for a 72 hour period in the Classification Unit.
2. Once classification has been completed, inmates are generally able to utilize the housing unit telephones from 8:00 a.m. to 10:00 p.m. daily.
3. If you receive a telephone call from an inmate there will be a recording asking if you wish to accept the call. The system will only allow a limited number of collect calls without setting up an account. To set up a phone account you must contact Inmate Telephone Incorporated (ITI) at 814-949-3303 or you can establish a pre-paid account at [www.offenderconnect.com](http://www.offenderconnect.com)
4. If you do not wish to receive any telephone calls the recording will give you an option to block the calls from coming in.
5. Third party calls are prohibited and may result in sanctions against the inmate such as segregation time, denial of parole or loss of other privileges. This may also result in your telephone number being blocked by the jail administration.
6. All telephone service/billing complaints must go through ITI 4200 Industrial Park Dr. Altoona, PA 16602 or 814-949-3303.
7. Incoming calls are prohibited and will not be forwarded to the inmate; nor will any messages be passed to an inmate by staff.
8. Emergency and hardship calls are available by request to the Counselor or Shift Supervisor.
9. All telephone calls from an inmate in a correctional facility may be recorded in accordance with 18 PA. C.S.A. 5704(14)