



**DEPARTMENT OF THE NAVY**  
**NAVY PERSONNEL COMMAND**  
**5720 INTEGRITY DRIVE**  
**MILLINGTON TN 38055-0000**

1640  
Ser 68B/240  
12 Oct 04

From: Commander, Navy Personnel Command (Pers-68)  
To: Distribution

Subj: STANDARDIZED COLLECT CALL INTRODUCTION STATEMENT FOR  
PRISONER PHONE SYSTEMS AT NAVY SHORE BRIGS

Ref: (a) NPC ltr 1640 Ser 68B/151 of 25 Jun 04  
(b) SECNAVINST 1640.9B, Department of the Navy  
Corrections Manual, 2 Dec 96

1. Purpose. To provide guidance on a standardized collect call custom message for prisoner phone systems at Navy shore brig.
2. Cancellation. This letter replaces reference (a).
3. Background. Many, if not all, shore brig have migrated to Morale, Welfare and Recreation (MWR) contracted prisoner phone systems that offer an array of security call processing and fraud control software technologies. Security features often include automated operator systems, full service PIN (Personal Identification Number) and PAN (Personal Access Numbers) capacity, multilingual prompts and announcements, call blocking, time restrictions, and alarms and alerts systems. Recent systems also include custom announcements and voice prompts whereas the call processing system announces a custom message to the called party. The called party then presses a predefined key to accept or reject the call. This helps to alert the called party that the call, subject to monitoring, is from a prisoner and avoids undesired acceptance of the call.
4. Policy. Where shore brig have prisoner phone systems with editable custom announcements, the following announcement shall be used. "AT&T has a collect call from (prisoner name/voice), a prisoner at (name of shore brig)). The use of 3-way or call waiting will disconnect the call. This call may be monitored or recorded. To accept this call dial 5 now <2 sec.>. To hear the cost of this call dial 8 now <2 sec.>. To block any future collect calls dial 7-7 <1.5 sec.>. To decline this call hang up."

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5. Applicability

a. This policy applies throughout the Navy shore corrections system where briggs have prisoner phone systems with editable custom announcements.

b. This policy is not applicable to correctional custody units (CCUs). Where waterfront briggs/CCUs share a single contract phone system, provisions shall be made to preclude any reference of an awardee to being confined. Such safeguard may include awardee use of traditional pay phones, use of the contract phone system with a distinctly separate generic announcement such as "You have a collect from (awardee name/voice)", or by some other related means. Additionally, phone calls by awardees are not subject to monitoring by staff.

6. Implementation. This policy shall be implemented immediately. Further, the above policy and guidelines shall be coordinated for inclusion in the next change to reference (b). As an interim measure, a file copy of this letter shall be retained with reference (b).

7. The point of contact for further information is Mr. Tim Purcell, Pers-68B, at (901) 874-4452, DSN: 882, email: timothy.purcell1@navy.mil.

  
W. E. PECK  
By direction

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