DEPARTMENT OF CORRECTIONS

Phone Use – 15-Minute Wait Period and Frequently Asked Questions

Effective **5/14/2025**, all completed calls are subject to a 15-minute wait period before another call can be made (excludes MCF – Red Wing).

Q: **Are calls still free?**
A: Yes, all calls are still free for both incarcerated people and the community.

Q: **Are calls still 15-minutes long?**
A: Yes, regular calls are still 15-minutes in duration and subject to monitoring.

Q: **What happens if the call doesn't go through?**
A: The wait period is automatic and only applies after a completed call. If no one answers and an answering machine doesn't pick up, you can dial another number without the pause going into effect.

Q: **What happens if my call is disconnected before my 15-minute maximum call time?**
A: If a call is answered, but ends prior to the 15-minute maximum, that counts as a completed call and will trigger the automatic 15-minute wait period. For example, if your child hangs up the phone after 4 minutes, the call is disconnected and your pin will be paused for the next 15-minutes. Please alert staff if you believe the phone is malfunctioning or if you'd like another opportunity to make a call once your 15-minute wait period has passed.

Q: **What do I do if someone gets access to my pin?**
A: You may request a new pin by sending a kite to finance as required in Policy 300.100, "Offender/Resident Accounts," Procedure I. They will reset your pin with the vendor for a $3 fee that you must prepay.

Q: **Why is this wait period being put in place?**
A: DOC wants incarcerated people to have opportunities to speak to their loved ones while also preventing some people from monopolizing the phones.

Q: **Why doesn't the wait period apply to Red Wing?**
A: This facility is unique and already operates in a way that offers fair and safe access to phones.