



- [Rates and Fees](#)
- [Available Services](#)
- [FAQ](#)

This site provides information on how to receive calls from inmates housed with **Kansas Department of Corrections (KDOC)**.

Friends, family members, or attorneys can establish Prepaid Collect calling accounts to pay for inmate calls to their phone number, subject to approval of their phone number by KDOC staff. Accounts can be managed by phone or internet. Inmates can also purchase phone time through commissary using funds from their inmate trust accounts. Please see [Available Services](#) for more information.

Restrictions

The following restrictions may be applied by the KDOC to inmate calling:

- Limit on length of calls - currently 60 minutes per call
- Limits on number of calls or minutes on a daily or weekly basis, depending on factors such as disciplinary status
- Approval of inmates' personal allowed number (PAN) list by KDOC personnel
- Call monitoring, recording, and use of a PIN (in order to place calls)
- Blocks on types of phone numbers (such as 800 numbers) or selected phone numbers
- Temporary or permanent denial of phone usage rights based on factors such as disciplinary problems or requests by a called party

Rate Tables

Resident Telephone Rates for Kansas Department of Corrections

Payment Type	Call Type	Connection Charge	Per Minute Rate
Prepaid Collect	Local	\$0.00	\$0.18
	IntraLATA	\$0.00	\$0.18
	InterLATA	\$0.00	\$0.18
	Interstate	\$0.00	\$0.18
	International	\$0.00	\$0.60
Debit (Inmate-Paid)	Local	\$0.00	\$0.17
	IntraLATA	\$0.00	\$0.17
	InterLATA	\$0.00	\$0.17
	Interstate	\$0.00	\$0.17
	International	\$0.00	\$0.60
Traditional Collect	Local	\$0.00	\$0.18

IntraLATA	\$0.00	\$0.18
InterLATA	\$0.00	\$0.18
Interstate	\$0.00	\$0.18
International	N/A	N/A

Excludes taxes and government-mandated surcharges

Fees

Transaction Fees
Ancillary transaction fees have been eliminated by KDOC. This elimination includes transaction fees for purchasing Prepaid Collect services using a credit/debit card.
<i>Please note that if using Western Union to purchase Prepaid Collect services, Western Union will charge a fee of \$5.50 when using its SwiftPay product. No additional fees are imposed by CenturyLink on top of these negotiated charges.</i>

**Minimum purchase amount is \$0.00. Purchase maximum \$50.00. For purchase by mail, certified checks or money orders are accepted; we are sorry but personal checks are not accepted.*

***See also [Prepaid Collect refund process](#) below.*

Available Services

Prepaid Collect

Provided through CenturyLink's billing agent ICSolutions, Prepaid Collect allows you to receive calls to your specific phone number. No monthly spending Limits

Calls can be completed to cell phones, internet phone services, or other services which do not provide Traditional Collect billing.

Debit (Inmate-Prepaid)

Debit services are purchased directly by inmates using funds from their KDOC trust account. For more information on how to fund a trust account for a KDOC inmate, [click here](#)

Debit calling can be used by the inmate to call any number approved by their facility.

MANAGE OR SET UP PREPAID COLLECT SERVICE

Or Call 888-506-8407

Payments accepted



Money Orders and Cashier's Checks also accepted by mail

Note: If you accept a call from a KDOC inmate and have not already established a Prepaid Collect Service, you will receive one complimentary 60-second call and then automatically be given the opportunity to set up an account with a customer service agent

Direct Billed

Traditional Collect

Available only to attorneys and bondsmen, Direct Bill enables high volume customers to pay for calls using a separate monthly bill. Direct Bill customer service is available at 800-464-8957.

Calls are billed on your monthly local phone service bill, if your phone company provides this option. There is no need to set up service; service will be set up automatically when you accept a call. Note that service is subject to credit and a 30-day spending limit. Traditional Collect customer service is available at 888-664-7839.

Inmate Voicemail

CenturyLink does not currently provide voicemail at KDOC

Email / E-Messaging

CenturyLink does not currently provide e-messaging at KDOC

FAQ

Who do I contact about receiving calls from Kansas Department of Corrections (KDOC)?

How do I pay for calls?

Can I receive calls on my cell phone?

What are the rates for receiving calls from KDOC facilities?

How do I purchase Prepaid Collect calling services?

Who do I contact to block or unblock my number from Kansas Department of Corrections inmates?

Who does an inmate contact if they are having problems completing calls?

What other restrictions are there on calls from KDOC inmates?

How does a released inmate get a refund on their debit account?

How do I get a refund for unused prepaid services once my loved one is released?

Why was my call disconnected?

Why can't I receive Traditional Collect calls?

I am an attorney or bail bondsman. How do I set up a Direct Billed Account?

Once Prepaid Collect services are purchased, how long does it take before I can receive phone calls?

My phone call was inaudible or was disconnected prematurely. How can I get a refund for the cost of that call?

Who do I call to inquire about Traditional collect calls billed on my home phone bill?

