

GEORGIA DEPARTMENT OF CORRECTIONS



Standard Operating Procedures

Policy Name: Replacement Phone Sets

Policy Number: 105.06

Effective Date: 00/00/2026

Page Number: 1 of 2

Authority:
Commissioner

Originating Division:
Executive Division
(Office of Information
Technology - Support
Services/Telecommunications)

Access Listing:
Level I: All Access

I. Introduction and Summary:

To provide guidance for Georgia Department of Corrections' (GDC) staff to determine the means for replacing phone sets.

The Georgia Department of Corrections reserves the right to investigate, retrieve any communication or data composed, transmitted or received through voice services.

II. Authority:

A. OPB Revised Policy on the Acquisition and Use of Telecommunications Services and Equipment dated December 16, 2008; and

B. O.C.G.A. §16-9-90

III. Definitions:

As used in this SOP, these terms are defined as follows.

A. **Replacement Phone Set** is one of the following:

1. **Phone Set** - A wired phone that permits communication between users within a specified area.
2. **Single Line Phone Set** - A landline that only has one number associated.
3. **Two Line Phone Set** - A landline that can interact with two different phone numbers.
4. **Cordless Phone Set** - A telephone that does not have a wired connection and can be used as a mobile device within range of the base.
5. **Telephone Headset** - A device that is plugged into the landline to enable use of phone set hands free.

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IV. Statement of Policy and Applicable Procedures:

A. Determining the need for replacement phone set:

1. All requests for replacement of one- and two-line wired phone sets are made by calling the GETS helpdesk to report an issue with the device. ATT will come out and triage and replace as needed.
2. The procurement of cordless phones, will be the responsibility of each facility's business office. These devices are not covered under the GETS contract.
3. When a new phone line installation is required, the OA/Systems Support Tech will submit a request via the GETS catalog and upon completion of that request a new phone set will be placed in the location requested.

II. Attachments: None.

III. Record Retention of Forms Relevant to this Policy: None.