

GEORGIA DEPARTMENT OF CORRECTIONS



Standard Operating Procedures

Policy Name: Long Distance Calling

Policy Number: 105.10

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:

- A. Telephone service for all departmental offices and facilities will be requested through the Georgia Department of Corrections (GDC) Telecommunications Business Office who will coordinate the provision of services with the Georgia Technology Authority (GTA) subcontractor.
- B. The GDC reserves the right to investigate, retrieve and read any communication or data composed, transmitted, or received through voice services, online connections and/or stored on their respective servers. This policy is applicable to all GDC personnel.

II. Authority:

OPB-GTA Policy 4, Revision 9 on the Acquisition and Use of Telecommunications Services and Equipment.

III. Definitions: None.

IV. Statement of Policy and Applicable Procedures:

- A. All requests for telephone service will be submitted in writing to the GDC Telecommunications Business Office. Telecommunications Services for construction trailers placed at facilities which are located outside of the perimeter fence may be coordinated by the Engineering Section directly with the local telephone service provider.
 - 1. Any line requiring long distance calling should be requested thru the GDC Telecommunications Business Office in writing and with the approval of the Warden or Designee.
- B. The monthly GTA telephone bill itemizes all phone lines billing to a particular cost center.

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1. Phone lines billed should be reviewed monthly by the Facility Business Office staff for accuracy. GDC OIT staff will audit billing quarterly. .

2. Calls to any directory assistance numbers should be prohibited unless the phone number cannot be obtained by utilizing other sources such as the internet. Personal calls should be kept to a minimum and only for emergency purposes.

C. If discrepancies occur, the section manager should contact the GDC OIT Telecommunications Office via email to reconcile the difference.

V. **Attachments:** None.

VI. **Record Retention of Forms Relevant to this Policy:** None.