

Frequently Asked Questions Regarding the Use of Tablets by Offenders Sentenced to the Colorado Department of Corrections

The Colorado Department of Corrections is currently in the process of implementing the use of Global Tel-Link Corporation (GTL) Inspire Tablets for use by offenders housed in both State and privately-owned facilities. Following are those questions most frequently asked regarding the implementation and use of the tablets.

Question: What is the intended use of the tablet?

Answer: While the tablets have many capabilities, the intended use is to serve as a communication device similar to that of a telephone while providing the ability to send e-messages.

Question: Will any additional capabilities be made available on the tablets in the future?

Answer: Additional capabilities to the tablets will be considered once they have been reviewed and approved by the Department. Information regarding the addition of any capabilities to the tablets will be disseminated accordingly.

Question: How can an offender obtain a tablet?

Answer: It is the intent of the Department to assign a tablet and a set of earbuds to those offenders who are housed in a State or privately-owned facility. It is the discretion of the respective facility to determine if an offender should not be assigned a tablet and a set of earbuds.

Question: Can an offender choose not to have a tablet?

Answer: Yes, however it is strongly recommended that all eligible offenders utilize the tablet as it is the most secure technically advanced device that they are allowed access to in which they can conduct phone calls and e-messaging through.

Question: How do I know which facilities have tablets? What if the facility I am inquiring about is not listed?

Answer: The following tables reflect those facilities where implementation has been completed, as well as the tentative go live schedule for the remaining facilities:

Facilities Completed and Active as of 3/30/17	Tablet Phones	Tablet Messaging	Music/Games
Arrowhead Correctional Center - ACC	Active	Active	Active
Buena Vista Correctional Facility - BVCC	Active	Active	April 2017
Cheyenne Mountain Re-entry Center - CMRC	Active	Active	April 2017
Delta Correctional Center - DCC	Active	Active	April 2017
Denver Reception and Diagnostic Center - DRDC	Active	Active	April 2017
Denver Women's Correctional Facility -DWCF	Active	Active	April 2017
Four Mile Correctional Center - FMCC	Active	Active	Active
La Vista Correctional Facility - LVCF	Active	Active	Active
Rifle Correctional Center - RCC	Active	Active	April 2017
San Carlos Correctional Facility - SCCF	Active	Active	Active
Skyline Correctional Center SCC	Active	Active	Active
Colorado Territorial Correctional Facility - CTCF	Active	Active	April 2017
Youth Offender System - YOS	Active	Active	Active

Facilities under construction and the projected go live timeline*			
Centennial Correctional Facility - CCF	April 2017	April 2017	TBD
Fremont Correctional Facility - FCF	April 2017	April 2017	TBD
Colorado State Penitentiary - CSP	May 2017	May 2017	TBD
Trinidad Correctional Facility - TCF	May 2017	May 2017	TBD
Limon Correctional Facility - LCF	May 2017	May 2017	TBD
Arkansas Valley Correctional Facility - AVCF	May 2017	May 2017	TBD
Sterling Correctional Facility - SCF	May 2017	May 2017	TBD
Colorado Correctional Center - CCC	May 2017	May 2017	TBD
Bent County Correctional Facility - BCCF	June 2017	June 2017	TBD
Crowley County Correctional Facility - CCCF	June 2017	June 2017	TBD
* Note: The dates reflected in this table are subject to change due to the infrastructure changes that are required at the facilities and may result in unexpected delays.			

Question: How much does it cost to obtain a tablet?

Answer: GTL is providing the Department with the tablets and earbuds that are being assigned to the offenders at no cost. However, should an offender damage the tablet that has been assigned to them, they will be charged a replacement cost of \$199.00 for the tablet, \$5.99 for the earbuds, and \$7.99 for the charger. A withdrawal from the offender's inmate bank account will be initiated regardless of whether or not it results in a deficit balance.

Question: What accessories are available for use with the tablet?

Answer: While a set of earbuds is assigned to each offender, they may elect to purchase their own headphones/earbuds through Canteen Services at a nominal cost.

Question: What happens to the tablet and earbuds if the offender transfers to another facility or discharges?

Answer: The tablets and earbuds that are assigned to the offenders are owned by the Department. Therefore, both will remain at the facility in which they were initially assigned. When an offender is transferred to another facility they will be assigned another tablet and a set of earbuds upon arrival to their new facility. Any earbuds/headphones that the offender purchases through Canteen Services will be handled in accordance with the respective facility's property regulation.

Question: Are there any fees associated with e-messaging or placing a telephone call from the tablet?

Answer: Yes, domestic telephone calls are \$0.12 per minute and international calls are \$0.15 per minute, while e-messaging is \$0.25 per message or reply for up to 2,000 characters.

Question: How do I find out more information about e-messaging?

Answer: To learn more about e-messaging visit [ConnectNetwork Messaging](#)

Question: Do the tablets have internet capability?

Answer: No, the tablets do not have internet capability.

Question: Will offenders be able to purchase music and games for use on the tablets? If so, what will the cost be?

Answer: Yes, monthly subscriptions will be available for purchase through Canteen Services. The monthly subscription cost for music is \$20.99 and the monthly subscription cost for games is \$6.59.

Question: What happens to the music and games that have been purchased should an offender discharge or transfer to another facility?

Answer: Offenders are purchasing subscriptions to access music or games, and not the actual song(s) or game(s). The subscription can be accessed throughout the month in which it was purchased. Subscriptions are non-refundable.

Question: How can I learn more about the music and game subscriptions?

Answer: To learn more about music and game subscriptions visit [ConnectNetwork Debit Link](#)

Question: Will an offender be allowed to use the tablet 24 hours a day?

Answer: Yes, offenders will be able to stream music and games 24 hours a day. However, the respective facilities current policies regarding the use of telephones will apply to phone calls and e-messaging initiated through the tablet.

Question: Who should an offender contact regarding any questions that they may have pertaining to the tablets?

Answer: Offenders are provided with all the pertinent information regarding the use and capabilities of the tablets. However, if an offender requires additional information they should contact their case manager.

Other Resources:

GTL ConnectNetwork Customer Support [Contact GTL](#)

GTL ConnectNetwork Frequently Asked Questions [ConnectNetwork Help](#)

GTL ConnectNetwork Facility Service Availability [ConnectNetwork Service Availability](#)

GTL ConnectNetwork Mobile Applications [ConnectNetwork Mobile Apps](#)