



## OFFENDER TELEPHONE SYSTEM Frequently Asked Questions

Synergy Inmate Phone Solutions, Inc. (Synergy) provides telephone service for offenders at the Central Nova Scotia Correctional Facility, the Cape Breton Correctional Facility, the Northeast Nova Scotia Correctional Facility, and the Southwest Nova Scotia Correctional Facility. There are two ways an offender can place a call: collect calling and prepaid calling. Collect calling is where the recipient accepts and pays for the call; prepaid is where the offender or the recipient can prepay for the call, both at reduced rates. The prepaid feature with Synergy ensures that telephone calls can be completed to any telephone, whether that is a cellular telephone, Internet-connected home telephone, or a land line. Prepaid options include:

- Prepaid calls from the offender telephone account
- Prepaid by the person receiving the call
- Paid for by the called party's credit card at the time of the call

A feature available in some facilities is the use of offender wireless tablets. Tablets are a user pay device that allows offenders to access music and entertainment, movies, games, TV/news, messaging with friends and family, legal research and spiritual guidance websites, facility information, telephone account information, and video visitation (where available).

Telephone calls may be made between 8:00 a.m. and 9:45 p.m. 7 days a week. This includes tablet use.

If parties receive harassing calls, video visits or messaging, you can block the caller from future calls either on the phone or by contacting Synergy directly at 1-866-713-4761.

The Synergy telephone system can detect telephone numbers that are being utilized for 3-way calling and will subsequently block this number from receiving calls in the future.

A voicemail can be sent anytime to an offender by calling 1-866-713-4761 and following the prompts. Voicemails can be up to 3 minutes each. Any communication on voicemail is not subject to the ordinary protections for communications, and may be listened to by Correctional Services Division staff. Please note that an account by the person leaving the voicemail is required to use this feature. Account set up options through Customer Service or website are listed below.

Funds can be deposited into an offender's telephone account with cash, bank debit card, Moneygram deposit at any Canada Post location, or a credit card. Please note that any credit card deposits are subject to a service fee from Synergy. An additional feature of the Synergy kiosks provide family members and friends an option to deposit cash into the offender's trust account for Canteen purchases (cash only, not credit cards). Trust deposits will also be accepted by Moneygram deposits at any Canada Post location (cash, bank debit card, or credit card). Also with Moneygram deposits, you will need to call the number on the receipt to validate who the funds are for. You must have the offender's personal identification number or PIN number to deposit money into either their telephone or trust account.

The following payment options are available:

- Any Synergy kiosk located in correctional facility lobbies throughout Alberta, Saskatchewan, Manitoba, Prince Edward Island, or New Brunswick – credit card, or cash
- At all adult correctional facilities within Nova Scotia (CNSCF, CBCF, SNSCF, NNSCF) - credit card, or cash
- Toll-Free Customer Service (**1-866-713-4761**) - Credit Card Deposit
- Website ([www.telmate.ca](http://www.telmate.ca)) - Credit Card Deposit
- Canada Post – Moneygram – cash, bank debit card, credit card

Please be advised that all telephone calls including secure visitation are subject to recording and monitoring, except calls with a lawyer, as per Correctional Services Act (s. 55) and Correctional Services Regulations (s. 59 and 60). The electronic records of your telephone communications are stored in a database and could be listened to when there are reasonable grounds to do so. Offender telephone calls to legal representation, Legal Aid, the Ombudsman, Human Rights, Nova Scotia Complaints Commissioner, and Nova Scotia Civilian Director of the Serious Incident Response are unrecorded.

### TELEPHONE RATES

#### Local Calls

Collect - \$1.85 per call

Debit - \$1.35 per call

Collect calls are subject to taxes and bill rendering fees imposed by the CRTC

Calls are a maximum of 20 minutes in duration

#### Long Distance Calls

Collect - \$1.50 plus a toll charge of 30 cents per minute

Debit - \$1.00 plus a toll charge of 30 cents per minute

Collect calls are subject to taxes and bill rendering fees imposed by the CRTC

Calls are a maximum of 20 minutes in duration

#### Fees

Messaging - \$0.50 per message sent (no charge for receiving messages)

Video Visitation - \$0.25/minute

Voicemail - \$1.25 + HST for up to a 3 minute message

Billing statement cost recovery fee (applied to phone bill monthly; collect call only) - \$0.45/collect call

Cash trust fund deposits in kiosks - \$2.00/transaction + 2% of deposit

Credit card transaction fee - \$2.00 + 5% of deposit + HST

Cash deposit in kiosk for telephone account – no transaction fee but charged HST

Deposit processing fee – money order/MoneyGram (Canada Post) - \$3.95/transaction

Refund processing fee - \$5.00

Return cheque charge - \$25.00