

### 3.24 TURNKEY DETAINEE COMMUNICATIONS

A. TurnKey Corrections Detainee Communication is a privilege, not a right and as such is subject to change, restriction, and/or termination without notice. Services provided by TurnKey in this facility are determined by SGCDC Administration.

B. Detainees actively engaging in TurnKey Corrections Detainee Communications with a web user where a no-contact order (Ex-Parte Order, Temporary Protection Order, Full Protection Order, etc.) is in place may be subject to additional criminal charges. Any detainee who is contacted by a web user where a no-contact order is in place should immediately end the communication and inform a staff member.

C. Web users MUST create an account at [www.inmatecanteen.com](http://www.inmatecanteen.com) to participate in all communication services. From this website, web users add funds to a detainee's trust account and their communication account. Web users can also download the Inmate Canteen application from Google Android and Apple platforms.

D. All detainee communications are documented, recorded, reviewed for content, and can be used against you in a court of law and/or may be forwarded to law enforcement officials or investigators either with this agency or other pertinent agency or entity as deemed appropriate by the facility.

E. Detainees and/or web users participating in behavior considered to be inappropriate, offensive or involve criminal activity will have access to Detainee Communications blocked.

F. Web User Video Visitation hours are 10:00am – 8:00pm, seven days a week.

G. All Video Visitation must be initiated by the web user prior to 7:40pm nightly. These hours are established by SGCDC Administration and are subject to change, restriction, and/or termination without notice. Regular rates for Video Visitation are \$0.39 cents per minute and are paid for by the web user.

H. Regular rates for detainee email are \$0.25 cents per sent message and characters are unlimited. This is paid for by the sender. Detainees must have enough funds on their trust account to participate in this service. Web Users must have enough funds on their Communication Account to participate in this service. Web users may activate the option for an inmate to reply to their messages using the web user's Communication Account. **Emails will be charged to your account even if they are denied by staff.**

I. Regular rates for detainee SMS (Short Messaging Service) are \$0.13 cents per sent message and are limited to 160 characters; anything over 160 characters and you will be charged for another message. This is paid for by the sender. Detainees must have enough funds on their trust account to participate in this service. Web Users must have enough funds on their Communication Account to participate in this service. Cellular SMS messages may apply by the cellular provider, when applicable, to the cellular user. Web users may activate the option for an inmate to reply to their messages using the web user's Communication Account. **SMS messages will be charged to your account even if they are denied by staff.**

J. Before each and every Video Visitation and Communication Deposit, the initiator agrees to the following disclaimer:

1. Any individual who abuses the privilege of being able to communicate with family members or loved ones through our TurnKey Corrections System will immediately lose their right to video visit, e-mail, or SMS via our system. There will be no refunds issued for your communications account if you abuse the system. TurnKey Corrections reserves the right to use recorded video and still images and e-mail content in their advertising campaigns. Such abuse can be defined as, but is not limited to, improper or malicious use of equipment, nudity or excessive profanity,

failure to respect the requests of an admin monitor, activity or dress that is sexual / explicit / suggestive in nature, and any illegal activity. All email content, audio and video can and will be used against you in a court of law and/or may be forwarded to law enforcement officials or investigators either with this agency or other pertinent agency or entity as deemed appropriate by the facility.

2. Inmate E-mail, Inmate SMS, and Video Visiting from home are a privilege and not a right. Please make sure to test your equipment before video visiting online. Accounts that have been active for more than one month will be subject to a \$1.00 recurring maintenance fee. Accounts with inactivity for more than one month will also be subject to a \$1.00 recurring maintenance fee. Web Users can test their video and audio equipment by using a free audition room at [www.inmatecanteen.com](http://www.inmatecanteen.com).

3. Most poor or lost connections during a Video Visitation have to do with the web user's internet connection or computer hardware. For successful Video Visitation, TurnKey Corrections recommends using hard lined internet connections with previously tested computer equipment. Neither TurnKey Corrections nor SGCDC are responsible for the web user's internet connection or computer hardware. Internet speeds have been tested at SGCDC and are more than capable of providing this privilege.

K. Video Visitation is in BETA cellular phone / tablet testing. Cellular phones / tablets are currently not a reliable method to participate in video visitation and are not recommended as each device and manufacturer has their own unique software and drivers. Neither TurnKey Corrections nor SGCDC are responsible for the web user's cellular data or internet charges.

L. Any web users who have questions regarding TurnKey Corrections Detainee Communication will be directed to TurnKey Corrections. SGCDC does not offer technical support for [www.inmatecanteen.com](http://www.inmatecanteen.com).