

An Act providing for unlimited free phone calls to incarcerated individuals

As part of the Commonwealth's commitment to supporting incarcerated individuals and their families, An Act relative to free communication services in correctional facilities ensures that voice communication services, including phone calls, are provided free of charge in all state and county correctional facilities.

This bill was signed into law by Governor Healey on 11/15/ 2023.

Highlights

- 1 The Department of Correction (DOC) and sheriffs must provide phone calls at no cost to persons receiving and initiating phone calls, without a cap on the number of minutes or calls.
- 2 It allows for video and electronic communication services to supplement, but not replace, free voice communication services.
- 3 The Department of Correction and sheriffs must maintain adequate infrastructure to ensure reliable access to free communication services for incarcerated individuals.
- 4 As part of this initiative, DOC and sheriffs must maximize purchasing power and seek to consolidate voice communication services contracts.

“It is important for the person incarcerated, but it’s also important for their family. It is important for their children, for their partners, their spouses, to sustain this connection with their loved ones. And, for those who are incarcerated, having a strong support system is critical to a successful reentry and reduces the likelihood of future recidivism.

– Senate Majority Leader Cynthia Stone Creem (D-Newton)

