



Attorneys should refer to the facility webpages on ICE.gov ([ICE Detention Facilities](#)), specifically the [Legal & Case Information](#) and [Hours of Visitation](#) tabs, for information on in-person visitation hours, the process for sending non-confidential messages to detained noncitizens and whether the facility can accommodate virtual legal visitation requests.

ATTORNEY FAQ & OTHER INFORMATION

Call Monitoring and Privileged Communications

All calls are recorded and monitored except those designated as privileged attorney-client communications. To ensure attorney-client calls remain privileged, attorney phone numbers must be verified and set up in the system accordingly.

Attorney Number Registration and Pro Bono Platform

ICE Approval Process:

As per ICE's guidelines issued in September 2019:

Attorney calls are only free if the attorney's number is included on the ERO Pro Bono list. For attorneys seeking free status, a vetting process through the DOJ and inclusion on the EOIR-approved pro bono service provider list is required, along with coordination with ICE to be added to the pro bono system. Instructions on becoming an EOIR-vetted pro bono service provider can be found [here](#).

More information is available on the ICE FAQ page: [ICE Noncitizen Communication Services FAQ](#).

Scheduling Attorney Phone Calls

To arrange calls with clients, attorneys must contact the respective facilities directly. Talton Communications, which provides the Phone & Tablet system at these facilities, does not manage call scheduling or communicate with noncitizens on behalf of attorneys.

Video Visits & Rates

Video visits for attorneys are available at a rate of \$0.21 per minute, with no free option. The "Visit Now" feature allows for 15-minute sessions, which can be immediately re-initiated if necessary. Scheduled visits in housing areas may extend up to one hour. *NOTE:* Video Visitation is not part of the Virtual Attorney Visit Program (VAV). Please speak to a facility staff member for information regarding VAV.

Setting Up Confidential Attorney Phone Numbers and Email Addresses

Attorneys must complete and submit an [Attorney Request Form](#) to register their phone numbers as confidential in the Talton system, ensuring they are not recorded or monitored. For assistance, please contact us at icesupport@talton.com.

GettingOut Account Requirements

Attorney Phone Calls and Video Visits and Other Information

To help maintain attorney-client privilege, you can register your attorney's phone number with the facility's NCS vendor, Talton Communications. Registered numbers allow attorneys to receive secure, confidential calls from incarcerated clients. To register an attorney's phone number or learn more, contact the NCS vendor by email at icesupport@talton.com or follow the instructions below

Scheduling Calls and Leaving Messages

Talton Communications cannot inform noncitizens of call requests or initiate video visits on their behalf. Attorneys must contact the facilities directly or leave a voicemail or message through the Talton system if they have a GettingOut account.

Voicemail Service:

Voicemails can be left by calling customer service at (866) 348-6231, option 4, for a fee of \$1.20 per message. There is no charge for the noncitizen recipient.

Messaging Rates:

Noncitizens pay \$0.05 per minute for messaging if logged in under the Standard profile or \$0.03 per minute if logged in under the Promotional profile. Friends and Family accounts, including attorney accounts, are charged \$0.25 per message sent.

How to Message through GettingOut.com: Click on the Message Tab, Choose Send New Message, Choose Contact to send message, Proceed with your message.

Please note that messaging and voicemail are not privileged and may be monitored. Confidential information should only be shared through designated phone calls or video visits.

FAQ

- 1. Can noncitizens make a non-recorded attorney phone call from their housing units?** If the attorney number is set to Attorney or Attorney Direct - do not record, the noncitizen may call that number from any housing unit at any Talton facility, and it will not be recorded or monitored.
- 2. Is there a list of attorneys in TALTON that will allow noncitizens to place non-recorded phone calls to, or does the noncitizen have to request each time to have a non-recorded phone call?** Once an attorney number is set to Attorney or Attorney Direct - do not record, that number will not be recorded or monitored no matter which noncitizen calls from all Talton serviced facilities. EOIR provides a quarterly list of vetted legal entities providing free legal services. These numbers may be reached for free by following the Pro Bono speed dial list posted near the phones and under Notices on the tablets.
- 3. How is this process communicated to the residents?** A noncitizen will know their attorney number is set properly when they no longer hear “This call is subject to recording and monitoring” on the line when they dial the specific destination number. Attorneys may leave a voicemail or send a message to inform their client as well.
- 4. Are noncitizens able to leave voicemails with their attorneys?** The attorney must permit their number to be set to ‘Attorney Direct’. When a noncitizen calls an attorney line that is set to ‘Attorney Direct’, this will bypass the prompts for the call to be actively accepted. If there is ‘No Answer’, the noncitizen is able to leave a voice message or navigate the attorney’s IVR system.

NOTE: Once a call connects, the noncitizen funds, free call, or the funds associated with the destination number account will be charged.

Prepaid Calls

Attorneys may set up a prepaid GettingOut account for their clients, covering call charges at Talton ICE facilities. This account is funded by the attorney, and usage fees are deducted for each call placed.

For additional assistance or questions, please contact icesupport@talton.com.