

INMATE Phone

ICSolutions
Advanced Technology

Contact Information

Email us at: customer@ICSolutions.com

Web at: www.ICSolutions.com

Customer Service: 1-888-506-8407

Customer Service/Mailing Address
2200 Danbury Street
San Antonio, TX 78217

How Does PrePaid Calling Work?

When an unbillable destination number is called, the called party will hear voice prompts providing information regarding PrePaid Calling services and the toll free number of 888-506-8407 to reach the ICSolutions' prepayment center. The called party is invited to stay on the line for a short one-time free call with their caller and at the conclusion of the call they will be automatically transferred to the prepayment center. The series of events is as follows:

1. The called party is advised of requirement of PrePaid services
2. The called party is invited to stay on the line for a short one-time free call.
3. At the end of the free call, the called party is automatically transferred to the prepayment center. The inmate is notified of the transfer and disconnected from the call.
4. The called party will be offered a choice of payment options (Credit Card, Debit Card, Check-By-Phone, Western Union®, MoneyGram®, Money Order & Cashiers Check) to establish the PrePaid account.
5. Once the account is funded, the phone system is automatically updated and the inmate will again be able to call that person.
6. The entire process takes as little as 15 minutes but maybe longer depending on the payment method selected by the called party.

Advantages of PrePaid Calling

- Rapid Account Activation
- Balance notification with every call
- Ability to manage phone expense
- No bills to pay
- No preset limit
- Calls allowed to numbers that would otherwise be blocked
- No commissary fund needed
- No application to complete or credit check to pass
- Refunds returned in five business days when account is no longer needed

For your convenience, you can also establish and fund your PrePaid account utilizing our online payment system at www.ICSolutions.com

This brochure provides important information about placing phone calls to friends and family using the secure phone system installed at this facility.

Please share this information with those you wish to call.

Essentials about Inmate Calling:

- PrePaid Services
- Call Blocks
- Customer Service

INMATE CALLING ESSENTIALS...

Frequently Asked Questions

Who is ICSolutions?

ICSolutions services the inmate telephone system responsible for processing all secure calls placed from this facility.

Why is the number I want to call blocked?

There are a number of reasons why this may occur:

- (i) At the called party's request
- (ii) A block placed by the facility for security reasons or
- (iii) The lack of a billing arrangement with the called party's local phone service provider

The message you hear when trying to call that number should provide you with information as to the reason for the block.

If you have a question about any block, please have a family member contact ICSolutions at 888-506-8407... We are available 24x7x365 days a year.

Why are PrePaid services required?

PrePaid calling options are required in the following conditions:

- The called party's local telephone company does not offer billing of collect calls
- The called party's phone number is a cellular phone
- If the called party's phone number has exceeded their allowed spending limit for collect calling

The good news is that PrePaid calling options provide the called party with a method to continue to accept your calls when the above conditions occur.

What can cause my call to be disconnected?

Calling features used on your home telephone such as; three-way calling, call forwarding, call waiting, and tele-zappers can cause disconnections during a conversation between an inmate and a friend or family member. Also, long periods of silence or pressing keys on the phone keypad after connection will also result in unwanted call termination. These types of services or actions are consistent with attempts to complete unauthorized calls. Depending on the policy of this facility, these calls may either be disconnected or tracked. Use of unauthorized calling services or attempts to complete three-way calls may result in loss of calling privileges or blocking of calls to involved parties.

How much does it cost?

Rates vary by facility and the location of the person you are calling. Rate information is available to the called party during the call set-up process or by calling our customer service department for assistance.

Unused balances expire after a 6 month period of inactivity, 12 months for Maryland customers.

Contact Information

Email us at: customer@ICSolutions.com

Web at: www.ICSolutions.com

Customer Service: 1-888-506-8407

Customer Service/Mailing Address
2200 Danbury Street
San Antonio, TX 78217