

## Receiving Phone Calls

We know how important it is for you to receive calls from a correctional facility. It is our goal that every call to you be of the highest quality.

In addition, we provide multiple account options for you to use to pay for the calls you need to receive.

### An account is required

In order to receive calls from a correctional facility you need an account to pay for the calls. This brochure provides you with information you need to successfully open an account and begin receiving calls.



Open a new inmate phone account at:  
[www.securustech.net](http://www.securustech.net)  
or call: **1-800-844-6591**

#### Tips To Stay Connected

Here are some tips to help you stay connected to an inmate in a correctional facility:

- ✓ Set up a regular time for the inmate to call you to ensure you are prepared to receive the call
- ✓ Check to make sure your local phone company allows collect calls to your phone line
- ✓ Open a phone account now to avoid missing any calls

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## Frequently Asked Questions

### Why was my call disconnected?

Our phone system has some built-in protections for witnesses and legal personnel to help prevent unwanted calls. If you do any of these things during your call, you could be disconnected, so . . .

#### DON'T:

- ✗ Transfer or put the call on hold
- ✗ Use or answer call waiting
- ✗ Use a cordless phone (static could cause a disconnect)
- ✗ Press extra numbers on the touch-tone keypad
- ✗ Stop your conversation for any length of time (a period of silence may cause a disconnect)
- ✗ Try to make any kind of 3-way call

### Why are calls to my line blocked?

Calls to your phone line(s) from a correctional facility may be restricted for many reasons. Here are a few:

**Collect call restriction.** Your local telephone company may restrict collect calls. Call your local telephone company to have this restriction removed. Once this restriction is removed, it may take up to 72 hours for a collect call to go through.

**New telephone number.** If you have a new telephone number, a restriction could be placed on your line. Simply provide us with the date you received your new number from your local telephone company, and Securus can remove the restriction.

**Exceeded your spending limit.** If you have exceeded your account spending limit with our company, calls to your line may be blocked. If you believe this is the case, please contact us at 1-800-844-6591.



# Friends & Family Telephone Service Guide



**SECURUS**  
Correctional Billing Services

[www.securustech.net](http://www.securustech.net)

CBS is the Customer Care Department of Securus Technologies, Inc and T-Netix Telecommunications Services, Inc.

## Important Service Information

To receive calls from a correctional facility, you must use a touch-tone telephone.

- 1.) When you answer a call from a correctional facility, you will hear a computerized voice. Wait for the voice to finish speaking, and then follow the instructions to accept, decline, or block the call.
- 2.) If you do nothing or select to decline the call, the phone will hang up without a charge to your phone number.
- 3.) If you choose to accept the call, begin speaking after selecting this option. NOTE: To protect you and to provide equitable telephone access for all inmates, each correctional facility may place a time limit on calls. Many facilities provide a message 30 seconds to 1 minute before a call is terminated.



### Manage Your Account Online!

You can see complete Terms & Conditions for these Accounts, or access and manage your Account online. When you go to our website, you can:

- ✓ View your calling activity
- ✓ See your Account balance
- ✓ Put money into or make a payment on your Account
- ✓ Get credit for dropped calls under one minute\*
- ✓ See the price (or "rate") of your calls
- ✓ Manage or update your Account profile

Visit us today!  
[www.securustech.com](http://www.securustech.com)



\*Due to the nature of cell phone service, there is no credit on dropped calls on cell phones

online: [securustech.net](http://securustech.net)

call: 1-800-844-6591

## Account Information

### AdvanceConnect™

Our prepaid AdvanceConnect Account puts you in control of your spending. Simply put money into your account to receive calls.

- ✓ Add multiple phone numbers to your account
- ✓ Up to \$6.95 transaction fee to add money to your account (when you call or go online)
- ✓ \$0 transaction fee if you mail us a check, money order, or cashier's check.
- ✓ 180 day refund policy
- ✓ A \$25 minimum funding amount may apply

### Traditional Collect

If a Traditional Collect Account is available for your phone number, it is a convenient way to accept and pay for calls received. A Traditional Collect account is created automatically for you when you accept a collect call.

- ✓ Call charges appear on your local phone bill
- ✓ Your Account number is your phone number
- ✓ You have a 90 day rolling spending limit
- ✓ Up to \$2.49 monthly bill statement fee may apply
- ✓ \$60.00 limit on the total cost of calls that may be accepted within a 24 hour time period

### Direct Bill

Our Direct Bill Account is a good option if the inmate is incarcerated for longer than two years or if you are a bail bondsman, attorney, social worker or other business or government agency.

- ✓ Accept calls and charges up to your credit limit
- ✓ Itemized monthly statement of activity and charges
- ✓ Add multiple phone numbers to your account
- ✓ Up to \$6.95 transaction fee to make a payment on your Account (when you call or go online)
- ✓ \$0 transaction fee if you mail us a check, money order, or cashier's check

### Other Payment Options

Subject to availability, you may receive a call with the option to pay for it using our Text2Connect™ program or Pay Now™ payment product.

Other fees and taxes may apply as approved by state and federal regulations.

online: [securustech.net](http://securustech.net)

call: 1-800-844-6591

## Contact Us

Contact us to open a new account or if you have questions about an existing account or about the inmate telephone service at this facility. Call Securus Correctional Billing Services or visit our website for details:



**Online:**  
[securustech.net](http://securustech.net)



**Phone:**  
**1-800-844-6591**



**Representatives available**  
**24/7, 365 days per year**  
**Email:**  
[customerservice@securustech.net](mailto:customerservice@securustech.net)



**Payments:**  
**Securus Correctional Billing Services**  
**PO Box 650757**  
**Dallas, TX 75265-0757**

**Correspondence:**  
**Securus Correctional Billing Services**  
**PO Box 1109**  
**Addison, TX 75001**

### About Us

Securus Correctional Billing Services, the Customer Care Department of Securus Technologies, Inc., and T-Netix Telecommunications Services, Inc., are subsidiaries of Securus Technologies Holdings, Inc. Securus is the only nationwide provider to offer dedicated customer care for the friends and family members of inmates. We provide customer service to an estimated 7 million Friends & Family members of inmates housed in over 2,300 correctional facilities nationwide.

online: [securustech.net](http://securustech.net)

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