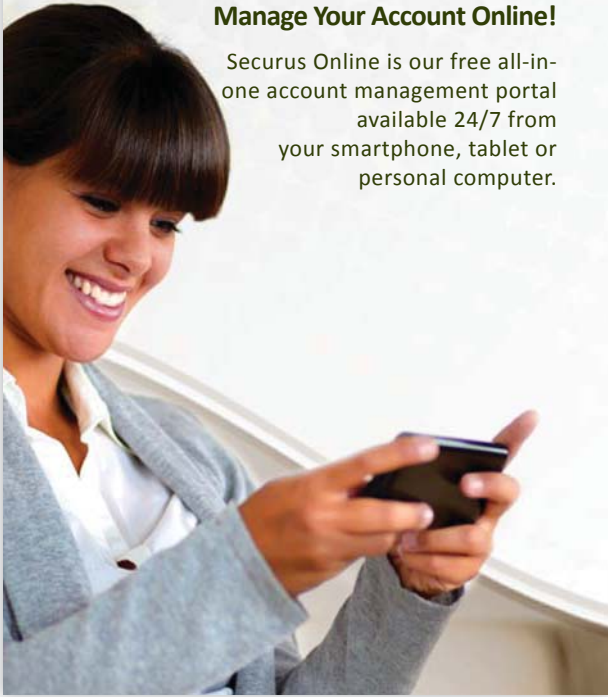


Securus Online

Manage Your Account Online!

Securus Online is our free all-in-one account management portal available 24/7 from your smartphone, tablet or personal computer.



With Securus Online, account management has never been more accessible or easier to use. Securus Online puts Securus services and products at your fingertips 24 hours a day.

By enrolling in Securus Online you gain instant access to these great features:

- Sign up for new services
- Subscribe to AutoPay or TextPay
- Stay up-to-date with text and email notifications
- Add funds to prepaid accounts
- Make payments on postpaid accounts
- View your account balance and calling history
- View funding/payment transaction details

Enrolling is Quick and Easy!

Visit www.securustech.net from your smartphone, tablet or personal computer and sign up for your free Securus Online account today!

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:
www.securustech.net



Phone:
1-800-844-6591



Customer Care:
Available 24/7, 365 days per year
securus.custhelp.com



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 is a division of Securus Technologies Inc. and T-Netix Telecommunications Services, Inc. Securus Technologies, Inc. is one of the largest providers of detainee communications and information management solutions, serving approximately 2,200 correctional facilities, more than 850,000 inmates, and an estimated 7 million friends & family members nationwide.

Friends & Family Telephone Service Guide



www.securustech.net

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

Receiving Phone Calls

To receive calls from a correctional facility, you need an account to pay for the calls. At Securus, we understand the importance of providing flexible and reliable communication services. That's why we offer a number of convenient account options to help you stay connected with your incarcerated loved one. This brochure provides you with information you need to successfully open and manage your calling account.

AdvanceConnect™

This prepaid account puts you in control of your spending. Simply add money to your account to receive calls to multiple phone numbers.

- Up to \$7.95 transaction fee may apply to add money to your account online, or up to \$9.95 by phone (\$0 transaction fee for payments by mail or via your online banking service)
- 180-day refund policy
- \$25 minimum funding amount may apply
- Up to \$3.99 monthly Wireless Administration Fee may apply for including cell phone numbers on your account

Direct Bill

This account is best suited if the inmate is incarcerated for longer than two years or if you are an attorney, bail bondsman, social worker or other business/government agency. A credit check may be required.

- 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 \$7.95 transaction fee may apply to make a payment on your account online, or up to \$9.95 by phone (\$0 transaction fee for payments by mail or via your online banking service)

Traditional Collect

With this account, call charges appear on your local telephone bill. Depending on your local telephone service provider, you may be eligible to pay for collect calls from inmates using this method. This account is subject to a 90-day rolling spending limit and a monthly Bill Statement Fee of up to \$3.49.

Other fees and taxes may apply as approved by state and federal regulations. Accounts are subject to additional terms and conditions available for review by phone or online.

Stay Connected

Stay Connected with AutoPay and TextPay!

With our AutoPay and TextPay programs, Securus offers you the ability to sign up for account balance notifications and/or automatic payment processing to ensure you never miss a call.

AutoPay

AutoPay allows you to automatically fund your AdvanceConnect account with a preset amount of your choice to ensure you are always connected.

TextPay

TextPay sends a text notification that lets you immediately fund your AdvanceConnect account or make a payment to your Direct Bill account directly from your mobile phone.

It's That Easy!

Sign up for these convenient programs today at www.securustech.net!



Other Payment Options

Subject to availability and facility restrictions, you may receive a call from a correctional facility with the option to pay for the one-time call using our Text2Connect™ or Pay Now™ program.

Other fees and taxes may apply as approved by state and federal regulations. Accounts are subject to additional terms and conditions available for review by phone or online.

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.