

## Correctional Communications Prepaid Phone Services

### What is the difference between a Prepaid Account and a Debit Telephone Account?

Both accounts provide the option to purchase prepaid phone services. However, with a Prepaid Account, the Inmate can only use those services for calling the telephone number you designate. With a Debit Telephone Account, the Inmate can make phone calls to any telephone numbers they desire, as long as they are not restricted by the facility. As such, if you want the purchased services to be used only for calling your designated telephone number, a Prepaid Account is your desired option. However, if you want the Inmate to be able to use the purchased services to call whoever they desire, a Debit Telephone Account is your desired option.



### What happens if I do not have an account and my Inmate tries to call me?

When you are contacted by the Inmate for the first time, you will receive a free 60 second complimentary call with the Inmate. Upon completion of this one-time, free call, you will be invited to stay on the line where you will be transferred to a live Customer Care Representative. They will provide you with information on all of our prepaid phone service options, payment purchase options, and answer any questions you may have. If you desire, your Customer Care Representative can set up an account and process your purchase of prepaid phone services. Once completed, the services are immediately available for receiving additional calls from the Inmate.

### Contact us today!

We're available 24 hours a day, every day.

Call toll-free: (888) 506-8407

Email: [Customer@ICSolutions.com](mailto:Customer@ICSolutions.com)

Mail: **ICSolutions**

Attn: Customer Service  
2200 Danbury Street  
San Antonio, TX 78217

Visit: [www.ICSolutions.com](http://www.ICSolutions.com)



keeping  
people  
connected  
THROUGH TECHNOLOGY



## Who is ICSolutions?

ICSolutions provides the Inmate telephone services at the facility where the Inmate is located.

## What are prepaid phone services?

ICSolutions offers prepaid phone services which keep you connected with your loved one. Prepaid phone services provide convenient options for accepting inmate telephone calls when:

- Your desired phone is a cellphone and therefore, does not allow collect call billing
- Your residential phone carrier does not allow collect call billing
- Your phone number which is currently receiving collect calls has reached the maximum allowed limit for collect call billing

## What are my options for prepaid phone services?

ICSolutions provides two convenient options for prepaid phone services:

**Prepaid Account**—A Prepaid Account allows the family or friend of an inmate to purchase prepaid phone services for receiving phone calls from the Inmate, to your specifically designated telephone number (i.e. home, cellphone, etc.). The Inmate can only use those services to make calls to the specific telephone number you designate.

**Debit Telephone Account**—A Debit Telephone Account, if available at this facility, allows the family or friend of an inmate to purchase prepaid phone services for the Inmate. The Inmate can make phone calls to any telephone numbers they desire, as long as they are not restricted by the facility.



# Visit [www.ICsolutions.com](http://www.ICsolutions.com) today!

## How do I create an account and purchase prepaid phone services?

You can easily create an account and purchase prepaid phone services using any of the following convenient options:

Online at [www.ICsolutions.com](http://www.ICsolutions.com)

By calling our Customer Care Representatives, available 24 hours a day, every day at 1-888-506-8407

By Mail, sending a cashier's check or money order to:

ICSolutions  
Attn: Customer Service  
2200 Danbury Street  
San Antonio, TX 78217

For **Prepaid Accounts**, please be sure to include with your payment, your name, your address, the designated telephone number at which you wish to receive calls and the name of the facility where the Inmate is located.

For **Debit Telephone Accounts**, please be sure to include your name, your address, your phone number, name of the facility where the Inmate is located, Inmate's Name and Inmate's Facility ID Number.

*Please note: Prepaid phone services expire 6 months from the date of your last prepaid services purchase, unless otherwise required by state law. You may request a refund for any remaining unexpired prepaid phone services on your Prepaid Account. Where applicable, any such refund granted will incur a \$2.99 processing fee.*

## What are my purchase payment options?

You may purchase prepaid phone services for a Prepaid or a Debit Telephone Account, using the following payment options:

- Visa and MasterCard credit cards
- Debit cards
- Western Union
- Money order or cashier's check for mail in purchases

## How can I get a refund for my unexpired prepaid phone services?

Prepaid phone services expire 6 months from the date of your last prepaid services purchase, unless otherwise required by state law. You may request a refund for any remaining unexpired prepaid phone services on your Prepaid Account. Where applicable, any such refund granted will incur a \$2.99 processing fee. To request a refund via our toll-free customer service hotline, please call (888) 506-8407. You may also submit your request in writing to:

**ICSolutions**  
**Attn: Customer Service**  
**2200 Danbury Street**  
**San Antonio, TX 78217**

For mail in requests, please be sure to include:

- Your Name
- Return Address
- Telephone Number designated to the Prepaid Account

