



provides you **MANY WAYS** to **COMMUNICATE** with your loved ones.

A Prepaid Account: Allows anyone to purchase prepaid phone services to receive phone calls from you. They designate one specific number to receive your calls. That number can even be a cell phone number, so you will always be able to reach them when calling.

A Debit Card: Allows you to call any number that is not blocked by the facility.

Your friends and family members have 3 ways that they can create a free account, and stay in contact with you!

Visit our website:

www.ICsolutions.com

Call our toll-free number

1-888-506-8407

Mail Cashier's Check or Money Order

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

The following forms of payments are accepted:

Visa or MasterCard, Debit Cards, Western Union may be used for online or phone payments. Money Orders and Cashier's Check may be mailed in.

For Prepaid Accounts, the following information is required:

- Name and Address of person you will be calling.
- The designated telephone number you will call.
- The name of the Facility where you are incarcerated.

Your PIN number is Inmate ID plus a four digit passcode. Your initial passcode is your two digit month and day of birth. Enter ID + MMDD then press #. You will be prompted to create your own four digit passcode.

Prepaid & Collect Calls

- Select language
- Press 1 to place a call
- Enter your PIN, followed by the pound # sign
- Press '0' to make a prepaid call
- Enter the 10-digit telephone number to call

Debit Calls

- Select language
- Press 1 to place a call
- Enter your PIN, followed by the pound # sign
- Press '1' to make a debit call
- Enter the 10-digit telephone number to call
- To make an international call, enter '011', country code, and the telephone number to call

Voice Mail Messages: Your friends and family members can call and leave you Voice Mail messages at any time for \$1.00! They will need a Prepaid Account with available funds. They can leave a message by calling the number shown on caller ID when you call them. (650) 542-8990. They will need to know your Inmate ID # and know the PIN number they selected for their Prepaid Account.

To Retrieve a Voicemail: Press '1' for English or '2' for Spanish; enter your PIN number followed by the '#' sign; press '41' to access the Inmate Voice Mail Messaging System, and follow the prompts.



Keeping people **CONNECTED** through technology.

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