

### 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:

1. **Online at [www.ICSolutions.com](http://www.ICSolutions.com)**
2. **By calling our Customer Care Representatives, available 24 hours a day, every day at 1-888-506-8407**
3. **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

