

# FAQs

## 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.

### DON'T

- Transfer or put the call on hold
- Use or answer call waiting
- 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 Phone Number Blocked?

Calls to your phone number from a correctional facility may be restricted for many reasons. Here are a few:

**Collect Call Restriction** - Your local phone 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 phone 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 Securus, calls to your line may be blocked. If you believe this is the case, please contact us at 1-800-844-6591.

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## FAMILY AND FRIENDS



## TELEPHONE SERVICE GUIDE

SCBS is the Customer Care Department of  
Securus Technologies, Inc.

### CONTACT

800-844-6591

### PAYMENTS

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

### CORRESPONDENCE

Securus Correctional Billing Services  
PO Box 1109  
Addison, TX 75001

For more information:  
[SecurusTech.net](http://SecurusTech.net)



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## RECEIVING 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 AdvanceConnect account to begin receiving calls from your loved one.

- Add multiple phone numbers to your account
- 180-day refund policy

### 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

### 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 \$2.00.

*Up to \$3.00 transaction fee may apply to add money to or make a payment on your account online, OR up to \$5.95 by phone (no transaction fee for payments by mail). \$50.00 maximum funding per transaction may apply. 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

*With our AutoPay and TextPay programs, Securus Technologies 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 automatically funds your AdvanceConnect account with a preset amount of your choice if your balance drops below \$10.

### 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!

Visit [SecurusTech.net](http://SecurusTech.net) to sign up for Securus Online to take advantage of these convenient programs today.



### 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.

## 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.



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

- Sign up for new services
- Subscribe to AutoPay or TextPay
- Stay updated 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

*Sign up today:*  
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