

YOUTH TELEPHONE CALLING

Which PrePaid Option for Phone Calls is Right for Me?

Two solutions for prepaid calling: Prepaid Collect and Debit

| Question | Point-of-Sale PrePaid Collect | New Friends & Family Option Debit Telephone Account Funding | New Youth Option Debit Telephone Account Funding |
|---|--|---|---|
| Who Owns the Account Funds? | The funds in any PrePaid Collect account belong to the called party. | Once deposited, the funds belong to the youth. Account balance cannot exceed (\$100). | Once deposited, the funds belong to the youth. Account balance cannot exceed (\$100). |
| Who can the youth call with the prepaid collect or debit funds? | The youth may only use the funds to call <u>the telephone number associated with the PrePaid Collect account.</u> | The youth may use the telephone debit account funds to call <u>any</u> telephone number that is not otherwise blocked by the facility. | The youth may use the telephone debit account funds to call <u>any</u> telephone number that is not otherwise blocked by the facility. |
| Can the youth call cell phones with this money? | YES, unless otherwise prohibited by the facility | YES, unless otherwise prohibited by the facility | YES, unless otherwise prohibited by the facility |
| Can the youth call international telephone numbers with this money? | NO | YES, unless otherwise prohibited by the facility | YES, unless otherwise prohibited by the facility |
| Where do I call to add money to the account? | Toll Free: 888-506-8407 | Toll Free: 888-506-8407 | Complete a Bank Withdraw Request |
| Is there a website where I can add money to the account? | Yes. Visit www.icsolutions.com and follow the link to PrePaid Collect Calling. | Yes. www.icsolutions.com | No |
| Are there fees for adding money to my account? | Fees for both Point-of-Sale PrePaid Collect and Debit Account Funding are the same: | | |
| | Payment Method & Amount | Friends & Family Fee Amount | Youth Fee Amount |
| | Online/IVR - Payments of any amount made via the website or through the Interactive voice response system (IVR). | FREE | N/A |
| Live Agent - Payments of any amount made utilizing a Live Agent. | \$5.95 | N/A | |
| | <u>Important Note: To ensure payments do not get misapplied be sure to select or mention <u>Kansas Department of Corrections Juvenile Services.</u></u> | | |
| What are the call center hours? | 24 Hours a day, 7 days a week | 24 Hours a day, 7 days a week | N/A |
| Which payment methods are accepted? | Credit Card, Debit Card, eCheck, Western Union®, Money Order | Credit Card, Debit Card, eCheck, Western Union®, Money Order | Resident Fund |
| Are bilingual operators available? | YES | YES | N/A |

All phone numbers to be called must be on the Youth's Personal Allowed Numbers List.

<http://centurylinkcorrections.com>