

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?	<u>Toll Free: 888-506-8407</u>	<u>Toll Free: 888-506-8407</u>	<u>Complete a Bank Withdraw Request</u>									
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:											
	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #92d050;">Payment Method & Amount</th> <th style="background-color: #92d050;">Friends & Family Fee Amount</th> <th style="background-color: #92d050;">Youth Fee Amount</th> </tr> </thead> <tbody> <tr> <td>Online/IVR - Payments of any amount made via the website or through the Interactive voice response system (IVR).</td> <td style="text-align: center;">FREE</td> <td style="text-align: center;">N/A</td> </tr> <tr> <td>Live Agent - Payments of any amount made utilizing a Live Agent.</td> <td style="text-align: center;">\$5.95</td> <td style="text-align: center;">N/A</td> </tr> </tbody> </table>			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
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<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>