

## Inmate Phones

This facility's inmate phone system is provided by [Telmate](#). Only inmates may initiate phone calls. If you wish to contact an inmate, your options are to call and leave the inmate a voicemail (up to 3 minutes), write a letter, or visit the inmate during official visitation hours.

### Phone Calls

To call you, an inmate simply dials your phone number. When receiving a call, you should first hear an announcement from an automated operating, such as "You are receiving a call from *[inmate name]*, an inmate at *[facility name]*. Press one (1) to accept."

If the inmate has no calling funds, and is calling you for the first time, the call will be free for a brief period of time (often less than a minute). This is to allow the inmate to inform you of where he or she is, and to explain how calls work from this facility. After this short call, the inmate will be placed on hold and you will be presented to opportunity to:

1. Pay (via credit card) to continue the current call
2. Deposit funds for the inmate to continue your call and, if there is money remaining, the inmate may use the funds to make future calls to any number.
3. Deposit funds to your own phone number to continue your call and, if there is money remaining, the inmate may use the funds to call your number in the future, but the funds will not be available for calling other numbers.

You may also deposit funds:



#### Via the Web

Make deposits via the Web, from Telmate's Web site at [www.telmate.com](http://www.telmate.com).



#### Over the Phone

Make deposits over the phone by calling Telmate toll-free at 1-866-516-0115. Telmate's US-based bi-lingual customer service representatives are available 24/7.





### At a Lobby Kiosk

Make cash or credit card deposits from a Telmate deposit kiosk. A Telmate kiosk is located in the lobby of this facility.

## Voicemail

To leave a voicemail for an inmate, Friends and family can now leave inmates a voice mail message up to 3 minutes for about \$1.25 (may vary slightly). Just call 1-866-516-0115 and follow the prompts.

## Block Future Calls

If you do not wish to receive calls from inmates, you may call 1-866-516-0115 (from a phone attached to the number that you wish to have blocked). A live operator will help prevent inmates from being able to call the number in the future.

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