

4 pages

5. Rates for telephone calls made by inmates from detention facilities operated under the authority of Lincoln County for all types of calls (i.e., Local, IntraLATA, InterLATA, Interstate and International) and payment methods (i.e., collect, pre-paid collect, and debit calls as applicable).

Detainee Prepaid Calling Card Instructions

May be posted near inmate phones

Dialing Instructions

Dialing instructions are different for each facility based on phone equipment. There are general instructions printed on the cards. From most Securus inmate phones follow the prompts to place a prepaid or debit call.

Please Note:

- The card number is referred to as an Authorization Code.
- Always dial an area code. Do not dial a 1 for long distance calls. Dial 011 before International
- Toll Free numbers cannot be connected.

Card Balances and charges

- Calls are billed in full-minute increments, rounded up. A 2 min 20 sec call is billed for 3 mins.
- Calls that are not answered or go to voice mail are not billed.
- Once a call is accepted, the card will be debited for the cost of the connection fee and first min.
- If your card does not have enough funds to place another call, you can transfer that balance to your next card using Balance Transfer. Once transferred, the card becomes invalid.

Transferring Calling Card Balances

Always transfer old balances to new cards. Do not put new balances on older cards. Cards expire 6 months after your 1st call and cannot be reactivated if funds remain.

Pick up phone and follow prompts for a COLLECT call.

When the system says "Enter the area code and number you are calling" you will dial 999.

When the system says "enter your authorization code followed by the # sign"

Enter the 12 digit card number of the newest card that you want the money transferred TO.

You will be asked to Press * to transfer a balance.

You will have the option to (1) hear your balance or (2) transfer the balance of a card to this card.

After Pressing 2, you will hear:

"Enter the authorization code of the card you are transferring FROM and #."

Wait for a few seconds, and you will hear the new balance on the card with both funds combined.

Prepaid calling Rates (Sale as collect rates)

| | Connection Fee per call | Additional Minutes per call |
|----------------------|----------------------------|--------------------------------|
| Local | \$ 2.25 | \$ - |
| Intrastate/IntraLATA | \$ 3.30 | \$ 0.50 |
| Intrastate/InterLATA | \$ 4.54 | \$ 0.59 |
| Interstate | \$ 4.84 | \$ 0.89 |

* Request Phone Card at time of Booking
* Request Phone Card via Kite each Morning.



SECURUS[™]

TECHNOLOGIES

PIN Requirement for All Calls, Commissary Ordering by Phone and Debit Calling

Notice: 2/2/12

- Enter your PIN # (Detainee ID + Swanson PIN) prior to placing any call.
- Order commissary items via the Inmates Telephones.
- Purchase debit phone time from the commissary. The debit phone time funds will be automatically deducted from your commissary account and transferred to your phone account to allow debit calling.

PIN Requirement for All Calls

NEW DIALING INSTRUCTIONS FOR ALL CALLS

1. PRESS "1" for English or "2" for Spanish
2. PRESS "1" for Collect Call, "2" for a Debit Call, "4" for a Prepaid Calling Card Call
3. ENTER your PIN (Five digit Detainee ID + Four digit Swanson PIN)
4. FOLLOW prompts to place a call

Commissary Ordering by Phone / Ordering Debit Phone Time

DIALING INSTRUCTIONS FOR PURCHASING COMMISSARY ITEMS

1. PRESS "1" for English or "2" for Spanish
2. PRESS "1" for Collect Call
3. ENTER your PIN (Five digits Detainee ID + Four digit Swanson PIN)
4. WHEN asked for area code / number, DIAL "8888" to access Commissary Ordering (wait for connection)
5. ORDER by following the prompts / items codes
6. ORDER DEBIT TIME by using "7001" for \$1.00 amounts or "7050" for \$50.00 amounts (you may order any quantity, up to your commissary balance).
7. COMPLETE the process or the order isn't placed (stay on the line until you are notified).

Using Debit Phone Time

DIALING INSTRUCTIONS FOR PLACING DEBIT CALLS AFTER PURCHASE

1. HANG UP and start a new call
2. PRESS "1" for English or "2" for Spanish
3. PRESS "2" for Debit Call
4. ENTER your PIN (Five digit Detainee ID + Four digit Swanson PIN)
5. FOLLOW the voice prompts to complete the call – processing may take up to 30 seconds

CALLS ARE SUBJECT TO RECORDING AND MONITORING

Instructions:

The initial prompts state press 1 for English or 2 for Spanish. Afterwards, a long prompt goes on stating about the benefits of debit calls. This can be skipped by pressing any of the 3 options below:

Press 1 for collect call, 2 for debit call, and 4 for calling card.

Prompts after Pressing 1 for collect call:

Enter 10 digit pin # (6 digit account # + 4 digit pin #), phone #, and asks for name.

Then states to continue press 1, to disconnect, press 2. After pressing 1, the phone # is called. Now if the called party has an account with us, the call goes through. Now if the called party does not have an account with us, the phone call will be redirected to a 3rd party. It will ask the inmate to state their name. Now the 3rd party will charge the called party around \$10 if they choose to accept the call since they do not have an account with us.

Prompts after pressing 2 debit call:

Enter 10 digit pin # (6 digit account # + 4 digit pin #), phone number, and asks for name.

Then asks to continue, press 1, to disconnect, press 2. After pressing 1, the phone # is called. Now if the inmate has insufficient funds, it will state so and disconnect the call after dialing the phone #.

Prompts after pressing 4 calling card call:

Enter 10 digit pin # (6 digit account # + 4 digit pin #), phone #, 12 digit card #, and asks for name.

Then asks to continue, press 1, to disconnect, press 2. After pressing 1, the phone # is called. Now if the inmate has insufficient funds on the card, it will state so and disconnect the call after the prepaid card # has been entered.