



VAC

Posted July 1, 2011

NOTICE

- Beginning July 10, 2011 Out of State phone call rates will be reduced. Each out of state call will incur a \$3.50 connection fee. Each minute will cost \$.50 a minute plus applicable taxes. Calls will be limited to 20 minutes.

Reminder on Common Questions:

- To Add or Remove phone numbers from your Personal Allowed Numbers (PAN) list dial #57.
- V-Direct balances can be checked by dialing "118".
- To report that a telephone is out of order call (local area code) 555-1212.
- To report other phone concerns call (local area code) 555-1212.
- Calls placed to cell phones and cordless phones are not recommended. If the phone call does disconnect, refunds will not be provided in these cases. When three-way call are attempted and disconnect refunds will not be provided.
- Funds placed on an offenders V-Direct account can be used to place international phone calls. To place an international call dial 011+ county code+city code+number.