

Call Flow Attachment

Voice prompts are provided during a Securus ICS call to provide both rate information and pertinent information for the called party to make a decision to accept, reject, or end the call at any point. The voice prompts provided are based on the specific Securus services purchased and available at each facility. Note that some customization of these prompts may be negotiated by facilities.

The following examples of standard voice prompts are presented in the following format:

- Inmate Prompts /actions: BLACK
- Called Party Prompts / actions: RED
- Prompts played to both inmate and called party: BLUE

All calls begin with a selection of the language required and a selection of the type call service being requested. These services are site specific and dependent on the services contracted for that site:

For English press "1". *<Other language selections offered include the following:
Spanish "2", Mandarin "3", Russian "4", Haitian Creole "5",
Korean "6", and Italian "7">*

For a Collect Call, Press 1

For a Debit Call, Press 2

For Commissary, Press 3

For a Calling Card, Press 4

For *<other services>*, Press *<X>*

The remainder of the call flow depends on the call-type selection made by the inmate. Standard call flows for each call type appear on the pages that follow.

COLLECT CALLS: Collect calls are those calls charged to the called party as either a charge against a prepaid Advanced Connect account or directly billed to the called party. Note that the call flow is the same for both Advance Connect and direct billed calls but the prompts for direct billed calls do not state that the call is “prepaid.”

Inmate Prompts:

For English, Press one.

For a Collect Call, Press One.

Please enter the area code and phone number you are calling now.

Enter your PIN number now

Your total available talk time for this call is xx minutes. Additional called party restrictions may apply. This call is subject to recording and monitoring. Also note your called party might be listening to instructions about placing money into your commissary account by calling 800-844-6591 or visit correctionalbillingservices.com.

[If Called Party is a cell number, this option is added] If your call is not connected, you will be offered the option to leave a voicemail.

You may hear silence during acceptance of your call. Please continue to hold.

Called Party Prompts:

Hello, this is a prepaid collect call from <recording of inmate's name>, an inmate at <XYZ facility>. This call is subject to recording and monitoring.

To accept charges, press 1. To refuse charges, press 2. To learn how to place money in a detainee’s commissary account press 5. If you would like to permanently block your number from receiving calls from this facility, press 6. For balance and rate quotes, press 7.

[Press 1] Thank you for using Securus. You may start the conversation now.

[Press 2] Call Ends

Inmate is informed:

Your call was not accepted.

OR

[If called number is a cell number] To leave your called party a voice message and send a text message to their cell phone with information on how to pay to listen to the voice message, please press 1

Please record your message after the beep. Your message will not be delivered if you hang up. Press # when you are finished recording.

To Accept this message and send please press 1
To review this message press 2
To rerecord this message press 3.
Thank you for using the voicemail system,
goodbye.

[Press 5] After speaking with your detainee, if you wish to put money in his or her commissary account, please dial 800-844-6591 or visit 1. Again that number is 800-844-6591 or visit www.securustech.net. You will need to provide the following information:

Detainee's Identification number
Detainee's last name
Your credit card information

[Press 6] You have chosen to have your number permanently blocked from receiving any calls from this facility. To confirm, press 1. To return to the main menu, press 2.

[Press 7] You currently have xx dollars and yy cents available on your account. This may not include the most recent transactions. **This call will cost xx cents per minute plus any applicable federal state and local taxes.** To add money to your account please visit www.securustech.net or call 800-844-6591.

DEBIT CALLS: Debit calls are prepaid calls charged to the inmate debit account.

Inmate Prompts:

For English, Press one:

For a Debit Call, Press two:

Please enter the area code and phone number you are calling now:

Enter your PIN number now.

You have xx dollars and yy cents. **This call will cost xx cents per minute plus any applicable federal state and local taxes.** Your total available talk time for this call is xx minutes. Additional called party restrictions may apply. This call is subject to recording and monitoring. Also note your called party might be listening to instructions about placing money into your commissary account by calling 800-844-6591 or visit correctionalbillingservices.com.

[If Called Party is a cell number, this option is added] If your call is not connected, you will be offered the option to leave a voicemail.

You may hear silence during acceptance of your call. Please continue to hold.

Called Party Prompts:

Hello, this is a free call from <recording of inmate's name>, an inmate at <XYZ facility>. This call is subject to recording and monitoring.

To accept this free call, press 1. To refuse this free call, press 2. To learn how to place money in a detainee's commissary account press 5. If you would like to permanently block your number from receiving calls from this facility, press 6.

[Press 1] Thank you for using Securus. You may start the conversation now.

[Press 2] Call Ends

Inmate is informed:

Your call was not accepted.

OR

[If called number is a cell number] To leave your called party a voice message and send a text message to their cell phone with information on how to pay to listen to the voice message, please press 1.

Please record your message after the beep. Your message will not be delivered if you hang up. Press # when you are finished recording.

To accept this message and send please press 1
To review this message press 2
To rerecord this message press 3.
Thank you for using the voicemail system,
goodbye.

[Press 5] After speaking with your detainee, if you wish to put money in his or her commissary account, please dial 800-844-6591 or visit 1. Again that number is 800-844-6591 or visit www.securustech.net. You will need to provide the following information:

Detainee's Identification number
Detainee's last name
Your credit card information

[Press 6] You have chosen to have your number permanently blocked from receiving any calls from this facility. To confirm, press 1. To return to the main menu, press 2.

PREPAID CALLING CARD CALLS: Prepaid calls are calls placed by an inmate using a prepaid calling card purchased at the commissary.

Inmate Prompts:

For English, Press one

For a Calling Card, Press 4

Please enter the area code and phone number you are calling now.

Enter your PIN number now.

Enter Your Calling Card number now

Your total available talk time for this call is xx minutes. Additional called party restrictions may apply. This call is subject to recording and monitoring. Also note your called party might be listening to instructions about placing money into your commissary account by calling 800-844-6591 or visit correctionalbillingservices.com.

[If Called Party is a cell number, this option is added] If your call is not connected, you will be offered the option to leave a voicemail.

You may hear silence during acceptance of your call. Please continue to hold.

You have xx dollars and yy cents.

Called Party Prompts:

Hello, this is a free call from <recording of inmate's name>, an inmate at <XYZ facility>. This call is subject to recording and monitoring.

To accept this free call, press 1. To refuse this free call, press 2. To learn how to place money in a detainee's commissary account press 5. If you would like to permanently block your number from receiving calls from this facility, press 6.

[Press 1] Thank you for using Securus. You may start the conversation now.

[Press 2] Call Ends

Inmate is informed:

Your call was not accepted.

OR

[If called number is a cell number] To leave your called party a voice message and send a text message to their cell phone with information on how to pay to listen to the voice message, please press 1

Please record your message after the beep. Your message will not be delivered if you hang up. Press # when you are finished recording.

To accept this message and send please press 1.

To review this message press 2.

To rerecord this message press 3.

Thank you for using the voicemail system, goodbye.

[Press 5] After speaking with your detainee, if you wish to put money in his or her commissary account, please dial 800-844-6591 or visit 1. Again that number is 800-844-6591 or visit www.securustech.net. You will need to provide the following information:

Detainee's Identification number

Detainee's last name

Your credit card information

[Press 6] You have chosen to have your number permanently blocked from receiving any calls from this facility. To confirm, press 1. To return to the main menu, press 2.

VOICE MESSAGE SERVICE: This service is only available when an inmate places an unanswered call to a cell number. A text message is sent to the called party's cell number providing call details (“Voice message from <Name> an inmate at <facility>”) with a link to the voicemail. Once the called party clicks on the link, they are connected to a website that displays the inmate's name, the facility name, the length of the message left by the inmate, and the cost to listen to the message, as depicted in the sample cell phone screen shot below. The called party can then input their VISA or Mastercard credit / debit card information and select Pay & Listen to access the voice message. The call charge rate is provided per the contract with the facility (e.g., the per-minute rate plus a \$3 automated payment fee).

