

SOUTHWEST VIRGINIA REGIONAL JAIL AUTHORITY:

Abingdon Regional Jail Facility
Duffield Regional Jail Facility
Haysi Regional Jail Facility
Tazewell Regional Jail Facility

Inmate Telephone Update

On June 24, 2013 and June 25, 2013, the inmate telephone service provider will be changing to INMATE CALLING SOLUTIONS.

- Friends and family members can set-up a pre-paid account with ICSolutions by calling **888-506-8407** or by visiting <http://icsolutoins.com>.
- Friends and family members will need to contact Global Tel*Link at **800-483-8314** to receive a refund for any remaining available funds in a Global Tel*Link pre-paid collect account. These balances will NOT transfer to the new provider.
- To place calls with the new inmate telephone system, the following instructions will need to be followed.
 1. Pick up the handset and select a language (English or Spanish).
 2. Press 1 to place a call.
 3. Enter the inmate ID followed by the 4-digit PIN and press the # button. You do **not** need to add zeroes to the inmate ID. For example, if the inmate ID is 123456 and the 4-digit PIN is 9999, you should enter 1234569999#.
 4. Press 0 to make a collect call.
 5. Enter the 10-digit telephone number being called. For example 276-555-1234.

COMPLIMENTARY CALLS

- If you attempt to call a telephone number that cannot accept collect calls, you will be provided with a one-time 60-second complimentary call to let your called party know there has been a change in providers and they need to make billing arrangements. Once the complimentary call is completed, the called party will be given immediate access to a live customer service representative with Inmate Calling Solutions to set-up/fund a pre-paid account to receive future calls.

CALLING RATES

- Effective June 24, 2013 and June 25, 2013 the calling rates will change as listed below. The cost of a call, **anywhere within the State of Virginia**, will be \$1.50 to connect and \$0.08 per minute. The cost of a call, **outside the State of Virginia**, will be \$2.40 to connect and \$0.50 per minute.

Call Type	Cost of Call (5 Minutes)	Cost of Call (10 Minutes)	Cost of Call (15 Minutes)
Local and In-State	\$1.90	\$2.30	\$2.70
Out of State	\$4.90	\$7.40	\$9.90

REMINDER

- Calls may be subject to monitoring and recording.
- Call forwarding and/or three-way calling is not permitted.
- Maximum time allowed per call is 15 minutes.