

## **Attorney/Bondsman Calling Processes**

CenturyLink has a policy of allowing attorneys to have higher calling limits (\$500) than the general public. If an attorney wishes to take advantage of this policy, they will need to follow the following simple procedure:

Fax the following information, on company letterhead, to (210) 832-8915:

- Name and address of the firm
- Name of the individual who will be responsible for billing
- Associated telephone numbers at the firm
- Name of inmate facilities from which they wish to receive calls

If the attorney wants to avoid the \$500 limit, they have the option of setting up a direct bill, prepaid, or prepaid debit account.

### **Collect Calling**

If the customer's Local Exchange Carrier (LEC) allows, the collect call charges can be billed on their monthly statement.

For LEC-billed customers, the pre-rated call detail records are sent to our billing agent who distributes them to the various LECs for billing (outclearing). As standard operating procedure, CenturyLink will confirm that the number of outcleared records reconciles to the number of records stored in the ENFORCER database. The billing agent will collect the payments from the LECs and forward those funds to CenturyLink.

A \$50 per month limit is imposed for LEC-billed customers, however, attorneys, public defenders, and bail bondsmen have a \$500 limit. Once that amount is exceeded in any 30 day period, the line is blocked until CenturyLink obtains verification of payment for all billed and unbilled inmate calls from the customer's LEC. Upon verification, the line is cleared within 24 hours or less, and calls to that customer can resume.

For the \$500 per month limit to be applied to a particular phone number, the CenturyLink call center must be notified by the customer and confirm that they are indeed an attorney, public defender, or bail bondsman before the limit will be changed. Once CenturyLink obtains that notification, CenturyLink will apply the \$500 limit to that phone number.

If the customer does not want to wait until the end of the billing cycle, they may contact the CenturyLink call center (888-664-7839). The customer representative will contact the customer's LEC and verify that they are current on their phone bill, and obtain the date of the last paid collect inmate call from CenturyLink. Using that information, the customer rep will calculate the total of all charges for calls that have been accepted since that last paid call. The customer will be required to pay that amount to their LEC before the customer's limit will be reset.

The customer may make the payment to the LEC with the customer rep on line with them, or may choose to make a payment at a later time. If the customer chooses to make the payment at a later time, they will need to contact the CenturyLink call center again, after the payment is made. The customer rep will again contact the customer's LEC and verify that the required

payment has been made. Once confirmation is obtained, the customer's usage balance will be reset to zero, and the line will automatically unblock, starting the process of accumulating toward the next \$50.

### **Prepaid Calling**

If a customer chooses to set up a prepaid account, they will need contact CenturyLink at 888-664-7839 to have their account verified as being paid in full, and any charges for unbilled calls will have to be paid to their phone company. They may then setup a prepaid account, and as long as they have sufficient money on the account to pay for their call, they will be able to continue to receive calls. If they run out of funds on the account, their line would be automatically blocked until they add more funds to their account.

Changing an account to a prepaid account is a permanent change. Once they convert their account to a prepaid account, they will not be allowed to change it back to being billed as "collect" on a LEC bill.

Once payment verification is confirmed, the customer will be transferred to the ICS call center for setup of the prepaid account (888-506-8407).

The called party is instantly connected with a knowledgeable billing representative who will explain the program, establish a prepaid account and offer a variety of payment options, including: credit card, e-Check, Western Union® or money order. Credit Card and e-Check payments can be processed and inmate calling to that number restored in as little as 15 minutes.

Payments may be made, real time via:

- Toll Free Telephone (888-506-8407) (24 Hours a Day)
- User-Friendly Web Site <https://icsonline.icsolutions.com/icsonline/icsonline.aspx>

### **Call Center Debit Calling**

Called parties also have the option of establishing Call Center Debit Accounts

This program allows family members and friends to fund the inmate's telephone debit account. Funds are associated with the inmate ID, belong to the inmate, and may be used to call any telephone number that is not otherwise blocked by the system.

Individuals wishing to make a payment to your telephone debit account may either;  
Visit the ICSolutions website:

**[www.icsdeposits.com](http://www.icsdeposits.com)**

or call the 24 hour call center toll free (888) 218-7444.

Credit Card, Debit Card or e-check are accepted.

Note, Individuals seeking to fund an inmate's telephone debit account will need to know the

facility name and the inmate ID. Also, once funds are paid into the inmate's telephone debit account, the money belongs to the inmate and can be used to call any telephone number that is not otherwise blocked. If you prefer to prepay for calls placed only to your telephone number, we recommend setting up a prepaid collect account by calling (888) 506-8407.