

WE'RE HERE TO HELP YOU STAY CONNECTED™

LEARN HOW FAMILY AND FRIENDS CAN OPEN AN ACCOUNT

It's easy to open an account or add money to an existing account 24 hours a day. You can make a payment using Visa, MasterCard, Debit/Check Card, MoneyGram or Western Union Prepaid Services. When making a payment on an account, you will be charged a Payment Processing Fee by the third party payment processor for the various payment options.*

There is no payment processing fee when payments are mailed to Pay Tel.

Payments are posted when received and phone numbers are unblocked throughout the day.

ON THE INTERNET

The fastest way to open an account or add funds to an existing account is to use a Visa, MasterCard, Debit/Check Card on our website www.paytel.com.

BY PHONE

An account may be opened or funds added to an existing account with a Visa, MasterCard or Debit/Check Card by calling 1-800-PAY-TELL (1-800-729-8355) 24 hours a day. You can make a payment using the Automated Payment Hotline or speak to a Customer Service Representative for assistance in making your payment.

MONEYGRAM OR WESTERN UNION PREPAID SERVICES

An account may be opened or funds added to an existing account using cash by visiting the nearest MoneyGram or Western Union location. Before sending a payment, please visit our website www.paytel.com or contact Pay Tel at 1-800-PAY-TELL (1-800-729-8355) to get the information that is required to fill out the Payment Form.

WHY ARE SOME CALLS BLOCKED?

The number called may be...

- A number from a local telephone company or wireless carrier that does not bill collect calls
- A new number with no billing history
- Blocked by the party responsible for the number
- Blocked by the local telephone company (Collect Call Block)
- Blocked by the jail

If calls have been completed to a number and are now blocked...

- The number of collect calls may have reached Pay Tel's billing limit for calls with the local telephone company

If calls are blocked for any of the above reasons, the called party needs to open an account directly with Pay Tel to receive calls.

If calls have been made to friends and family with a Pay Tel account and calls are now blocked...

- The account may now be out of funds

WHY ARE SOME CALLS DISCONNECTED?

Calls may be disconnected if any of the following activities occur during a call...

- Stop talking without hanging up
- Attempts to forward or transfer a call
- Attempts to make a 3-way call
- Use of a cordless phone (static)
- Attempts to answer Call Waiting
- Use of a cell phone (dropped cell tower)
- Attempts to put a call on hold
- Use of a VoIP phone (dropped connection)

THEFT OF TELECOMMUNICATIONS SERVICES

The theft of telecommunications services is a crime. Pay Tel Communications, Inc. reserves the right to block calls to persons who do not pay for services and to prosecute individuals who attempt to steal these services.

Phone calls placed from most jails are recorded and subject to monitoring at any time.

* Fees are subject to change. To confirm the current fees, please visit www.paytel.com.

