



## Inmate Telephone Inc.



The current inmate phone system utilized at this facility is provided by Inmate Telephone Inc. You will have to establish an account with Inmate Telephone Inc. (ITI) if you wish to accept inmate phone calls from this facility. You will receive a separate statement from ITI for these calls. You may receive a limited number of collect calls prior to setting up an account with ITI depending on validation of your phone number's status.

### Setting up your account



In order to ensure that your phone service is not interrupted, you will need to set up an account with Inmate Telephone Inc. ITI provides many different payment options to suit your needs. Our friendly customer service representatives are available to assist you Monday through Friday from 8:00am to 6:00pm (EST) at 1-888-949-3303 or you can set up and access your account online at [www.inmatetelephone.com](http://www.inmatetelephone.com)\*. In order to help you make a smooth transition to the ITI phone system, our call center staff is able to start taking your phone calls now. This will give you an opportunity to receive additional information and start the account setup process.

### Managing your account

In addition to speaking to a live customer service representative, you can manage your account through two different methods.

#### IVR System

Our Interactive Voice Response (IVR) system allows you to check your balance and add money to your account 24 hours a day, 7 days a week by simply calling our customer service number and following the phone prompts you are given.

#### Online Account Access\*

You can also visit us online at [www.inmatetelephone.com](http://www.inmatetelephone.com) where you can set up a new account\*, check your balance, make pre-payments, view your statements and update your information 24 hours a day, 7 days a week.

### Forms of Payment

#### Pre-Paid Accounts

Initial pre-payments must be in the form of cash, money order, credit card, Money Gram or Western Union. Subsequent pre-payments may be made by personal check. All prepayments made through a live operator must be at least \$30 or your account will be charged a \$5 minimum payment fee. The dollar amount of each phone call you receive will be deducted from your pre-payment. When your account balance goes under the amount required to accept at least a 5 minute call, your account will be suspended until another pre-payment is made. You may place additional money on your account at any time to ensure that you do not run out of calls.

#### Line of Credit Accounts

If you have good credit you may request a line of credit. By requesting a line of credit, you are agreeing to a credit check. If your credit check is favorable you will be given a line of credit to be determined by a supervisor. You would then receive a separate monthly bill from ITI for inmate phone calls you accept.

### Important Contact Information



Inmate Telephone Inc.  
PO Box 1827  
Altoona, PA 16603  
**Phone:** 1-888-949-3303  
**Web:** [www.inmatetelephone.com](http://www.inmatetelephone.com)

\*This feature is only available after the inmate has tried calling your number through the ITI system.