

Lattice Call Process Voice Prompts

Prepaid Notification

The called party is identified as PrePaid based upon the response from Lattice's LIDB validation platform. After the called party answers and accepts the collect call by dialing '1' on their keypad, the system will notify the called party that collect calls cannot be completed to their number without prior payment arrangements with Customer Service of America. The called party will receive the following customized voice prompts:

"We are sorry, but your telephone number cannot receive collect calls from this facility [*the inmate and facility name was announced when the called party originally answered*] without prior arrangements with the telephone service provider. Please contact Customer Service of America at 800-849-6081 or visit our website at www.myphoneaccount.com or visit our website at www.myphoneaccount.com at your earliest convenience. To repeat this information, press '0'

[*if complimentary call enabled*] or, stay on the line for a short one-time complimentary connection with your caller

The inmate will be disconnected after the called party presses '8' on their keypad.

At the end of the complimentary talk time, the called party will receive the following customized voice prompts:

"Your time for this complimentary call is over. Please remember that your telephone number cannot receive collect calls from this facility without prior arrangements with the telephone service provider. Please contact Customer Service of America at 800-849-6081 or visit our website at www.myphoneaccount.com at your earliest convenience. To repeat this information, press '0'

The inmate can be disconnected after the first playing of this prompt, however, the prompt is available to the called party until the system detects hang-up or silence for 10 seconds.

Established Customers

Once the PrePaid account has been established, prepaid collect calls can be completed to this number. The system will deliver the following customized voice prompts to the called party:

"Hello, this is a prepaid collect call from [*inmate voice recording*] at the [*facility name*]. Your current account balance is [*amount*]. To accept this call, dial '3'. To refuse this call, dial '9' or hang up now. For a rate quote on this call, dial '4'. To block your number from further calls from this facility, dial '7'."

Collect Call Limit Notification

Once a collect calling account has reached its credit limit, rather than blocking the call, the system will deliver the following notification to the called party. After the called party answers and accepts the collect call by dialing '3' on their keypad, the system will notify the called party that they have reached their credit limit and must establish payment arrangements with Customer Service of America to continue receiving collect calls. The called party will receive the following customized voice prompts:

"We are sorry, but your number has exceeded its credit limit for collect calling from this facility. [*The inmate and facility name was announced when the called party originally answered*] Please contact Customer Service of America at 800-849-6081 or visit our website at www.myphoneaccount.com at your earliest convenience. To repeat this information, press '0'

The inmate can be disconnected after the first playing of this prompt, however, the prompt is available to the called party until the system detects hang-up or silence for 10 seconds.

If a call is initiated to a Billing Threshold Account within [xx] minutes of a previous call to the same number, the inmate will hear the following prompt:

“The number you have dialed has exceeded its credit limit on collect calls and cannot be called until your party makes prior payment arrangements. Your party should contact Customer Service of America at 800-849-6081 or visit our website at www.myphoneaccount.com to establish a PrePaid account. Please allow sufficient time for the called party to deposit funds”

If the call is initiated to the Billing Threshold account after the [xx] minute interval, the call is completed to the called party. After the called party answers and accepts the collect call by dialing ‘3’ on their keypad, the called party will receive the following customized voice prompts:

“We are sorry, but your number has exceeded its credit limit for collect calling from this facility. *[The inmate and facility name was announced when the called party originally answered]*

Please contact Customer Service of America at 800-849-6081 or visit our website at www.myphoneaccount.com at your earliest convenience. To repeat this information, press ‘0’

The inmate can be disconnected after the first playing of this prompt, however the prompt is available to the called party until the system detects hang-up or silence for 10 seconds.

Exhausted Accounts

Following the delivery of a new account notification to the called party, the PrePaid account is established in the call processing system with a \$0.00 balance pending the receipt of funds. The next time the inmate attempts to call this number he/she will receive the following customized voice prompt:

“The number you have dialed cannot be called until your party makes payment arrangements with Customer Service of America at 800-849-6081 or visit our website at www.myphoneaccount.com. Please allow sufficient time for the called party to deposit funds” The above voice prompt will ONLY be played if the inmate initiates a call to a \$0.00 balance account within [xx] minutes of the previous accepted call to that same number.

If the call is initiated to a \$0.00 balance account after the [xx] minute interval, the call is completed to the called party. After the called party answers and accepts the collect call by dialing ‘3’ on their keypad, the system will notify the called party that collect calls cannot be completed to this number and that payment arrangements must be established with Customer Service of America. The called party will receive the following customized voice prompts:

“We are sorry, but payment arrangements must be made with the telephone services provider before you can receive collect calls from this facility *[the inmate and facility name was announced after the party originally answered]* Please contact Customer Service of America at 800-849-6081 or visit our website at www.myphoneaccount.com as soon as possible. To repeat this information, press ‘0’.

[If cut-through feature enabled] or, stay on the line and press ‘8’ to be connected to Customer Service of America. To repeat this information, press ‘0’ ”

The inmate can be disconnected after the first playing of this prompt, however the prompt is available to the called party until the system detects hang-up or silence for 10 seconds.

Insufficient Balance Notification

Once the funds in the PrePaid account have been exhausted, and after the called party answers and accepts the collect call by dialing '3' on their keypad, the system will deliver the following customized voice prompts to the called party:

“We are sorry, but your PrePaid account balance is not sufficient to allow collect calling from this facility *[the inmate name and facility name was played after the party originally answered]* Please contact Customer Service of America at 800-849-6081 or visit our website at www.myphoneaccount.com at your earliest convenience. To repeat this information, press '0'.

If the call is initiated to an INSUFFICIENT FUNDS balance account within *[xx]* minutes of the previous call to the same, number the inmate will hear the following prompt:

“The number you have dialed cannot be called until your party deposits additional funds with Customer Service of America at 800-849-6081 or visit our website at www.myphoneaccount.com. Please allow sufficient time for the called party to deposit funds”

If the call is initiated to an INSUFFICIENT FUNDS balance account after the *[xx]* minute interval, the call is completed to the called party. After the called party answers and accepts the collect call by dialing '3' on their keypad, the system will deliver the following notification to the called party:

“We are sorry, but your PrePaid account balance is not sufficient to allow collect calling from this facility *[the inmate and facility name was played after the party originally answered]* Please contact Customer Service of America at 800-849-6081 or visit our website at www.myphoneaccount.com at your earliest convenience. To repeat this information, press '0'.