

Questions and Answers about Inmate Telephones

Ongoing contact with supportive family and friends is an important part of inmates' success in jail and upon release. The Grays Harbor County Sheriff's Office is committed to providing the best possible inmate telephone service at the most reasonable cost per call.

This FAQ includes information about the inmate telephone system, answers common questions and offers solutions to common problems. Lattice has contracted to provide payphone service to the Grays Harbor County Sheriff's Office. The system offers three types of calling programs: Pre Paid Collect (PPC) Collect Calling to friends and family members.

What features on a phone might prevent receipt or disconnect a call?

Three-way Calling: The Sheriff's Office rules prohibit **any** type of three-way or conference calls. The Sheriff's Office blocks these numbers.

Call forwarding: Inmates are not allowed to call numbers that are forwarded in any way to other locations or to cell phones. The Sheriff's Office blocks these numbers.

The primary reason for disconnected calls is an interruption in the phone signal. This may occur at either end of the connection. Cordless Phones, Cell phone and VOIP lines are prone to this problem. These calls are made at the customer's risk. Refunds will not be made for cut off calls of this type. It is strongly recommended that you do not use a cordless phone.

Deposits to accounts may be made several ways:

1) By mailing a postal or bank certified money order to:

**Customer Service of America
P.O. Box 1809
Yulee, FL 32041-1809**

Please include your name and telephone number, the inmate's name, and the name of the facility with your deposit.

2) On-line using a credit or debit card – go to www.myphoneaccount.com

3) Western Union (see CSA tri-fold brochure in visitor lobby)

To request a refund from your Pre Paid Collect (PPC) phone account:

- After release call **(800) 849-6081** and provide your identification and current address information.

- After verification and processing, CSA will mail refund check within 7-10 days.

Payment Processing Fees:

- 1) Money Order by mail: (No Charge)
- 2) Credit/Debit Card payment \$25 Minimum: \$10 fee per transaction
- 3) Western Union: \$9.95 fee per transaction
- 4) Refunds: (No Charge)

If you have any questions, please contact Customer Service of America at **(800) 849-6081**.