

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 make a 3-way call
- Attempts to answer Call Waiting
- Attempts to put a call on hold
- Attempts to forward or transfer a call
- Use of a cordless phone (static)
- Use of a cell phone (dropped cell tower)

GOT QUESTIONS?

Please visit our website at www.paytel.com and click on "Frequently Asked Questions" or call our Automated Phone System at **1-800-PAY-TELL (1-800-729-8355)** to learn about our calling plans.

COLLECT CALL RATES

When receiving a collect call, the called party can press "4" to hear a rate quote prior to accepting the call. A rate quote can also be obtained by calling **1-800-729-8355**. Universal Service Fees and federal, state, and local tax may apply to call rates. A monthly Bill Processing Fee of a maximum \$1.90 may be added to your bill.

HOW TO CHECK AN ACCOUNT BALANCE OR REQUEST A REFUND

Friends and family can check their account balance or receive information on how to request a refund 24 hours a day by visiting our website at www.paytel.com or by calling **1-800-PAY-TELL (1-800-729-8355)** to use our Automated Phone System.

WHO IS PAY TEL?

For over 20 years, **Pay Tel Communications, Inc.** has been the most respected Inmate Telephone Service Provider serving the Southeastern United States and now, Pay Tel is expanding nationwide.

Pay Tel has led the Industry since 1991 with a Customer Service Department dedicated exclusively to serving the needs of the families and friends who accept collect calls from inmates.

Over the years, as the telecom industry has changed, Pay Tel has led the way with new and innovative calling options (debit, prepaid cards, etc.) for inmates. For families whose local carrier refuses to bill inmate calls, Pay Tel has created Prepaid and Direct Bill account options with multiple ways to pay.

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.

To set up a Prepaid Account you can visit our website at www.paytel.com or call 1-800-729-8355.

Phone calls placed from jails will be recorded and subject to monitoring at any time.



PO Box 19290 • Greensboro, NC 27419
Phone: 1-800-729-8355 • Fax: 1-800-776-8423
Customer Service: csr@paytel.com

WE'RE HERE TO HELP YOU STAY CONNECTED™



**HAVE A CELL PHONE?
WANT TO RECEIVE CALLS?
NOW YOU CAN!**



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
- Blocked by the jail

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

- The amount of collect calls received at a phone number may have exceeded the dollar amount of calls Pay Tel will bill through the Local Telephone Company
- The local telephone company bill for the number may have a past due Pay Tel balance

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.

See **How Family & Friends Can Open an Account**

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

See **How to Check an Account Balance**



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 fees 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, or Debit/Check Card** on our website **www.paytel.com** for a processing fee of \$3.00.*

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 for a processing fee of \$3.00* or speak with a Customer Service Representative for assistance in making your payment for a processing fee of \$5.95.*

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.

Your ten digit phone number will be your account number!

MoneyGram (Blue Form)		Western Union Prepaid Services (Gray Form)	
Fee:	\$5.65* at Wal-Mart	Fee:	\$5.95*
Receive Code:	4238	Pay Tel's ID number:	1111
Pay To:	Pay Tel	Please write 1111:	In front of your area code and phone number.
City, State:	Greensboro, NC	Example:	11113365551234
Account Number:	Your 10-Digit Phone Number		

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

CHECK OR MONEY ORDER

When sending a payment through the mail, customers must include with the payment: their first and last name, address, drivers license number and state, the ten-digit phone number where collect calls are to be received, and a six-digit Personal Identification Number or PIN they must create to access the account in the future. The PIN should be written down and kept in a secure location.

All personal checks are verified through Telecheck before processing.

Please mail payment to: Pay Tel Communications, PO Box 19290, Greensboro, NC 27419.