

## Inmate Telephone Inc. (ITI)

Phone: 814-949-3303

[www.inmatetelephone.com](http://www.inmatetelephone.com)

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Please have the following information ready when you contact ITI:

- Phone number(s) where you want to receive inmate calls.
- Your mailing address.
- The name of the correctional facility you want to receive calls from.

Notes: \_\_\_\_\_

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We accept the following credit cards:



Inmate Telephone Inc.

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Inmate Telephone Inc.  
PO Box 1827  
Altoona, PA 16603  
Phone: 814-949-3303  
[www.inmatetelephone.com](http://www.inmatetelephone.com)

## Inmate Calling Information



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## Inmate Calling Information



In the next several weeks, this facility will be switching to a new inmate phone system. You will have to establish an account with Inmate Telephone Inc. (ITI) if you wish to continue accepting inmate phone calls from this facility. You will

receive a separate statement from ITI for these calls and any credit you may have had with the previous phone vendor will no longer be usable with the new ITI system. 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. By following the simple information provided in this brochure you will be able to set up an account to ensure that your inmate phone calls are not interrupted. 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) 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 before any changes are made to the existing phone system.

### 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.



### Closing Your Account

You must call ITI when you wish to close your account. If you have a credit left on your account we will issue you a refund check for the credit balance.

### 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.

### 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.

### Debit Calling\*\*

Debit Calling allows inmates to prepay for calls with the money they have in their account at the facility. If you add money to the inmate's account at the facility, he or she can use those funds to call any phone number.

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

\*\*This feature is not available at all facilities.



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