



**Now offering remote location pre-paid phone loads via:
1-800-943-2189 Toll-Free Pre-Paid Customer Service (NCIC Operator Services)**

**ALL CALLS WILL BE:
MAXIMUM TIME LIMIT OF 15 MINUTES PER CALL
MONITORED AND RECORDED**

Inmate Telephone Instructions

After selecting your dialing language, follow the instructions provided by automated operator

- For Domestic Calls – Dial 10-digit area code + phone number
- For International Calls – Dial 011 + country code + phone number

Prepaid Calling Accounts

Family and friends have the ability to set up prepaid accounts remotely by calling 1-800-943-2189. Remind your friends and family if they misplace the toll-free number listed above, the Caller ID on every call is the Customer Service number. Refund(s) will **ONLY** be given to the family or friend that loaded your account. They may receive the refund(s) by calling the toll-free customer service number above.

Styles of Prepaid Calling Accounts

- An unlimited number of Pre-Paid Destination Accounts are allowed for each resident. These accounts can be loaded remotely by an unlimited number of family and friends simultaneously. Only the specified destination number can be allowed on this account. In addition, each Pre-Paid Destination Account has the ability to have 10 sub-destination numbers to reduce the number of Pre-Paid accounts.

Current Calling Rates

Note: Rates may vary without prior notice to residents, family and friends due to Local, State, or Federal law changes

- **Local/IntraLata - \$5.00 flat rate for 15-minute call**
- **InterLata/IntraState - \$5.00 Connection Fee and \$0.10 per minute**
- **InterState - \$3.75 Flat Rate for 15 minute call**
- **International - \$5.00 Connection Fee and \$0.10 per minute**

Additional Notice

Three-way calling of any form will not be tolerated. Calls of this nature will be terminated immediately with no refunds given to any party.

NEW CALLING FEATURES: NON-BILLABLE NUMBERS

Crown allows calls to be completed to traditional non-billable numbers such as cellular phones, Mexico collect calls, and calls to any other country. In the event of a non-billable attempt, the receiving party will be transferred to a live operator to set-up a pre-paid destination number account with a minimum of \$25.00 with a credit or debit card.

NOTE: There is a one-time \$4.95 set-up fee when your family and friends load money to any pre-paid destination account.