

Questions or want to set up a Secure Collect Account?

Visit www.NCIC.com

Or Call

1-800-943-2189



Inmate Family and Friends Telephone Service Information

Upon answering a call from the correctional facility you will hear an automated operator voice. Listen carefully to the operator's instructions.

You will have the option to:

- *Press 1* to accept the call
- *Hang up* to deny the call
- To block any future calls from this correctional facility *press 3* for customer service, visit accounts.ncic.com or call 1-800-943-2189.

If you *press 1* to accept the call you will be prompted to set-up a Secure Collect Account *or* choose to bill the call collect to your home telephone number (if permitted).

Benefits to setting up a Secure Collect Account

You may add up to 10 additional phone numbers to your account at no additional cost (cell #'s, friends, family and work)

- Calls will connect to cell phones, subject to facility restrictions.
- The minimum funding amount is $25.00. Your account must remain funded in order to allow phone calls to be placed.
- You have access to fund your account through our automated customer service and website 24/7.
- Access to a Live Operator for help with the account and rates.
- Save money by managing your account at accounts.ncic.com

Secure Collect Accounts

In order to set-up a Secure Collect Account you will need one of the following forms of payment:

- Valid credit or debit card
- Valid prepaid debit card
- MoneyGram
- Western Union
- PayPal Account

HOW TO SET-UP OR ADD FUNDS TO YOUR INMATE PHONE SERVICE ACCOUNT:

- Call 1-800-943-2189
- Visit http://www.ncic.com and click Deposit Funds Now
- Visit a MoneyGram or Western Union location (Walmart, local grocery store, etc…)

MoneyGram

HOW TO ADD FUNDS TO YOUR **INMATE PHONE SERVICE** ACCOUNT USING CASH IN PERSON:

1. Find MoneyGram—over 39,000 U.S. agent locations inside retailers like CVS/pharmacy, Advance America, Albertsons, Walmart and thousands more!
2. Bring these with you:
   - Cash: enough for adding funds – and additional cash for the MoneyGram fee
   - Your **NCIC INMATE PHONE SERVICE** Account Number
   - Receive Code: **14200**
3. Complete the MoneyGram ExpressPayment® blue form, use the red MoneyGram phone or use the MoneyGram kiosk to complete your transaction. (Payment processes may vary depending on your location. Simply ask an associate for help.)

Find a MoneyGram location:
www.MoneyGram.com/BillPayLocations

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Western Union

WALK-IN CASH PAYMENTS:
- CALL 1-800-325-6000 OR VISIT WESTERNUNION.COM FOR A PARTICIPATING AGENT LOCATION
- FILL OUT THE BLUE WESTERN UNION PAYMENTS FORM AT THE AGENT LOCATION
- A RECEIPT WILL BE PROVIDED TO CONFIRM YOUR TRANSACTION

TELEPHONE PAYMENTS:
- 24/7 BY CALLING 1-800-634-3422

ONLINE PAYMENTS:
- WESTERNUNION.COM/CORRECTIONS

PAY TO:
Company Name: **NCIC INMATE PHONE SERVICE**
Attention: Code City = **NCIC TX**
Sender's Account Number: (telephone # associated with account)

NCIC
RESIDENT COMMUNICATIONS

1-800-943-2189
NCIC.COM

Family Friendly Resident Calling > How to Setup a Secure Collect Account with a major credit card or debit card

NEW RATES $0.08 PER MINUTE

NCIC has reduced the rates on SECURE COLLECT ACCOUNTS from $.25 per minute to $.08 per minute.

How Residents can reach out to their Family & Friends so they can put money on a secure collect account.

Residents **press 0** on the payphone and follow the instructions. This call will allow your Family & Friends to add money to your account, while you are on the line.

You may also, give your Family & Friends the instructions below and have them set up an account from their end.

1-800-943-2189 or online at NCIC.com

Resident Family and Friends Telephone Service Information

Upon answering a call from the correctional facility, you will hear an automated operator voice. Listen carefully to the operator's instructions.

You will have the option to:

- **Press 1** to accept the call
- Hang up to deny the call
- To block any future calls from this correctional facility, **press 3** for customer service, visit **NCIC.COM** or call 1-800-943-2189.

If you **press 1** to accept the call you will be prompted to set-up a Secure Collect Account or choose to bill the call collect to your home telephone number (if permitted).

Benefits to Setting Up a Secure Collect Account

You may add up to 10 additional phone numbers to your account at no additional cost (cell #'s, friends, family and work)

- Calls will connect to cell phones, subject to facility restrictions.
- No minimum funding amount, but your account must remain funded in order to allow phone calls to be placed.
- You have access to fund your account through our automated customer service and website 24/7.
- Access to a Live Operator for help with the account and rates.
- Save money by managing your account at **NCIC.COM**

Secure Collect Accounts

In order to set-up a Secure Collect Account you will need one of the following forms of payment:

- Valid credit or debit card
- Valid prepaid debit card

VISA MasterCard

Resident Phone Service

How to Set-Up or Add Funds to Your Account

Visit **NCIC.COM** to fund your accounts with Visa, Mastercard and American Express credit and debit cards.

1-800-943-2189
NCIC.COM