

## CALL CENTER

Our Call Center is specifically designed to provide quality connections with any family, friends or loved ones that are incarcerated in a correctional facility.

Our knowledgeable and courteous Service Representatives will work with you to make it as easy as possible to set up a prepaid account. Options and instructions are provided in this brochure. What's more, all payment transactions are recorded in real time, so once your account is funded, you can begin making calls immediately!



## CALL CENTER HOURS OF OPERATION

**Live Operators** are available daily  
7:00 A.M. to 12:00 Midnight

**Interactive Voice Response Operators**  
are on call 24x7x365



**Lattice Incorporated**  
P.O. Box 536  
Collingswood, NJ 08108

**888-843-1972**

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



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# Stay Connected



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## CALLING OPTIONS

**PrePaid Collect (PPC)** – PrePaid collect calls are collect calls paid for in advance. The inmate's family and friends can deposit money to an account associated with their telephone number. The Prepaid Collect account is controlled by you. In the event that an inmate calls a number where a collect call can not be billed or the phone number has exceeded its allowed spending limit, a complimentary, one-time call is allowed. During the call, the parties will be instructed that future calls to this number will require setup of a PrePaid account. In addition, your logon account is secured with a password that is selected during account setup. This security step allows account access by authorized users only. (PrePaid Collect account funds expire 6 months from the date last used, unless otherwise required by State law. A refund may be requested.)

**PIN Debit** – A PIN Debit account is an inmate owned prepaid debit account that allows inmates to place calls using funds maintained in the inmate's PIN Debit account. The inmate can make calls to any telephone number not restricted by the facility, using PIN Debit funds. Funds placed on a PIN Debit account will become the property of the Inmates. (No refunds will be given on PIN Debit.)

**Inmate Voice Mail** – Funds deposited in a PrePaid Collect account can also be used to leave voicemail messages for an inmate. Using this solution, you can keep an inmate informed about important information without having to wait for him or her to call. You can leave a specific time for the inmate to call and avoid all the unnecessary call attempts that can result in unwanted blocks to your phone number.

## PAYMENT OPTIONS

### Call Center Live Operator

Speak with a live operator.  
Call: 888-843-1972

**\$9<sup>95</sup>**  
Deposit  
Fee

### IVR (Interactive Voice Response)

Follow automated prompts.  
Call: 888-843-1972

**\$6<sup>95</sup>**  
Deposit  
Fee

### Online Payment Processing

Visit us online at:  
[www.ourphoneaccount.com](http://www.ourphoneaccount.com)

**\$6<sup>95</sup>**  
Deposit  
Fee

### Money Order

FREE payment option! Make your Money Order payable and mail to:

Lattice Incorporated  
P.O. Box 536  
Collingswood, NJ 08108

Be sure to include the PPC Phone Number or Inmate PIN number and a contact number.

### Western Union Quick Collect®

Visit your nearest Western Union office and request to make a Quick Collect payment. Make your payment to:

Lattice Incorporated  
City Code: LATTICENJ  
State: NJ

**WESTERN UNION** | Quick  
Collect®

Be sure to include your Name, Phone Number and the facility your family or friend is in. Also please specify if the money is to be deposited into Your Phone Account or the Inmate's Phone Account. If the deposit is for an Inmate's Account, please include the Inmate's Name and PIN Number as well.

Payment transactions are updated in REAL TIME allowing the inmate to start making calls right away.

