

How do I pay for it?

Funds may be added to your account at anytime using the **jail.im** or **reliancetelephone.com** websites. You may also transfer the full balance of a Reliance Telephone phone card that was purchased online at **reliancetelephone.com**.

Direct funding

When you get the device you may send 5 free automated text messages each day for the first three days of possession of the texting device. These automated messages will inform the person you texted who you are and the facility you're texting from, then ask them to go to a direct link to your account on the **jail.im** web site. The **jail.im** website will instruct them to use a credit card to put money on your account. If you have not been successful on obtaining money in three days you will have to return the device to facility staff.

Phone Card transfers

You can use an online phone card purchase from **reliancetelephone.com** to fund your texting account. The app allows you to enter your card number and transfer the remaining balance of the card to your texting account. The phone card amount can't be transferred back to your phone card from the texting device. Cards purchased directly from the facility commissary may not be transferred to your texting account.

Rates

Monthly fee

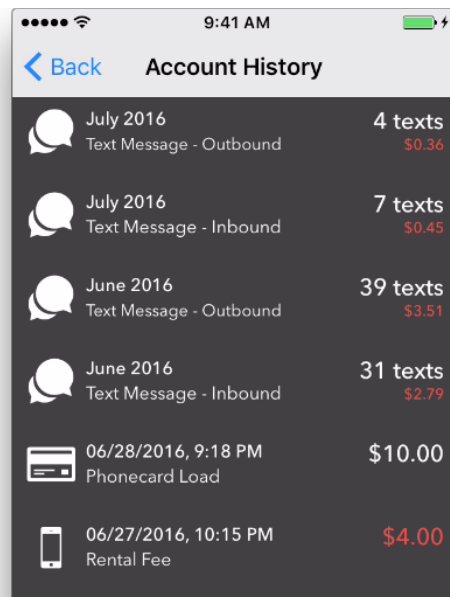
The monthly fee for the device and service is \$4.00. The fee will be deducted automatically each month you have the device assigned. If you don't have \$4.00 at the time of rental a prorated rental will be charged.

Message fees

Outbound messages up to 160 characters are \$0.09.

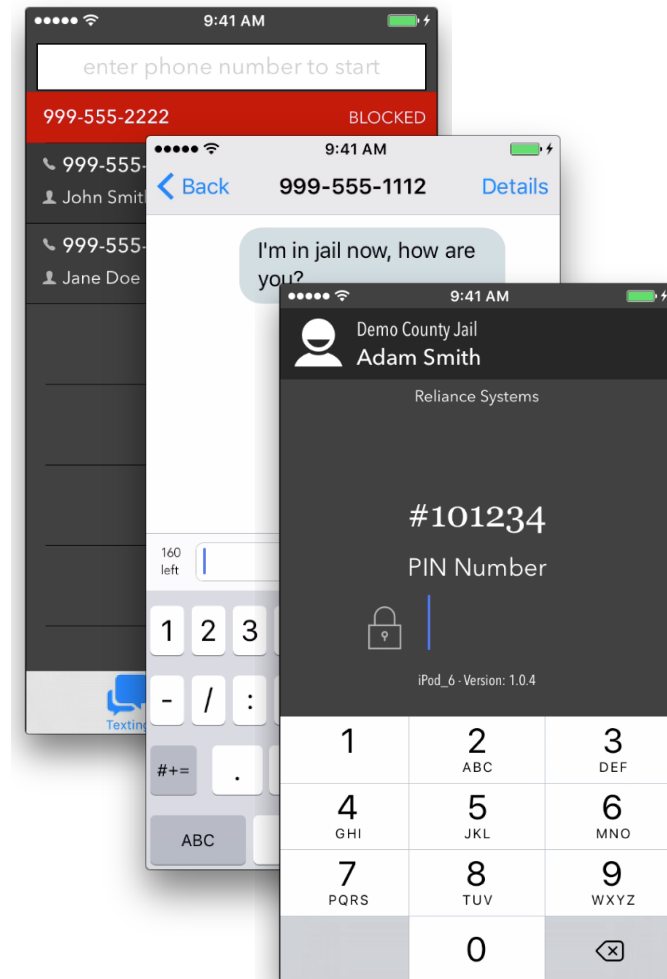
Inbound messages up to 160 characters that you accepted are \$0.09. Long messages sent will be split up and billed as individual messages. If you don't view an inbound message or if you block that contact, you do not pay for messages they send.

Support messages you send are \$0.09. Incoming support messages are free.



Inmate Texting

Reliance and this Facility provide an option to rent an Inmate Texting device. You get a dedicated phone number and device to directly text friends and family.



What is the texting device?

The device is an iPod touch. It is enclosed in a protective enclosure. The device is locked into use for texting, you cannot access any other apps or services. The device is location aware and may not leave the facility. Your device is secured with a PIN which you must enter anytime you wake the screen.

Using your texting device

Getting started

You will have to request to use this service. If approved by the facility you will be provided with a device to use. Once you receive the device you will be asked to sign the user agreement upon first unlocking your device. You must type your name exactly as it appears in the app. You then need to fund your account within 3 days.

Sending your first message

Once your account is funded, to start a conversation with a new number enter the complete 10 digit number in the search box at the top of the texting list. Tap to start a new conversation. A free message identifying you and the facility will be sent along with your first message.

What next

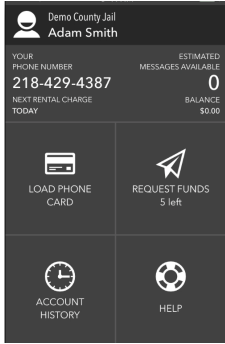
You can swipe on a contact row to add a name to the number or to block that number from texting you again.

Charging

Rules for charging the device will be determined by each facility. Devices are normally charged overnight after being turned into an officer. The battery will normally last one day under moderate and heavy use. Extremely heavy use may necessitate charging during the day if the facility allows it.

Your account

Using the Account view, you can see your phone number, account balance, transfer an online card balance, send fund request messages, review your transactions and access support options.



Device rules

Tampering with the housing or software security of the device will risk losing device privileges and being charged for the damage. The agreement makes you responsible for the device. If it is broken while it is in your custody you will have to pay \$200.00.

Facility rules

The facility has complete discretion on the use of the texting devices. You will not be able to text other inmates, victims and witness or any other person blocked by the facility. If the facility determines that your behavior is a problem they can terminate the use at any time. No rental adjustments or refunds are made in these circumstances.

Returning the device

You will have to return the device when you leave. The balance on your account will remain on the account. There are no refunds under any circumstance. Your funds will be available if you come back to this facility. We will try to get you the same telephone number but if we can't you will be provided a new 10 digit telephone number. You will also have to turn it in if you run out of monthly rental funds and are unable to get your account funded again.

