



## 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](http://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.
- 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 [accounts.ncic.com](http://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



## Inmate Phone Service How to Set-Up or Add Funds to your

- Call 1-800-943-2189

- Visit [www.ncic.com](http://www.ncic.com) and click 'Deposit F
- Visit a MoneyGram or Western Union loc (Walmart, local grocery store, etc...)

### MoneyGram

#### How to Add Funds to Your Inmate Service Account using Cash in Per

- 1 Find MoneyGram—over 39,000 U.S. agent inside retailers like CVS/pharmacy, Advance Albertsons, Walmart and thousands more!
- 2 Bring these with you:
  - Cash: enough for adding funds – and ac for the MoneyGram fee
  - Your **NCIC INMATE COMMUNICATION** Number
  - Receive Code: **14200**
- 3 Complete the MoneyGram ExpressPayment use the red MoneyGram phone or use the kiosk to complete your transaction. (Payment vary depending on your location. Simply ask an assoc

#### Find a MoneyGram location:

[www.MoneyGram.com/BillPayLocati](http://www.MoneyGram.com/BillPayLocati)

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### Western Union

#### Walk-In Cash Payments

- Call 1-800-325-6000 or visit WesternUn for a participating agent location
- Fill out the blue Western Union payment the agent location
- A receipt will be provided to confirm you transaction

#### Telephone Payments

- 24/7 by calling 1-800-634-3422

#### PAY TO:

Company Name: **NCIC INMATE COMMUNIC**  
Attention: Code City = **NCIC TX**

## Family Friendly Inmate Calling

How to Setup a

### Secure Collect Account

with a major credit card or debit card



1-800-943-2189

NCIC.com