

Friends and Family have a few choices in how they pay for an adult in custody's communication services.

1) *You can elect to place funds on an AIC's trust account.*

When funds are placed on a trust account, the AIC can elect to transfer those funds to their communication account, or can use it for any other services available including canteen purchases.

Mail Deposit Instructions

If sending money by mail to be deposited on an AIC's commissary (trust) account, DOC will **ONLY** accept **money orders and cashier's checks**. Make the payment payable to **"DOC"** including the adult in custody's name and SID number.

Example: DOC for John Doe, SID #1234567

Purchaser Information:

You must also write the name and mailing address of the purchaser, including city, state, and zip code, on the money order or cashier's check **and** in the return address area of the mailing envelope.

PLEASE NOTE: Information must be current and legible, or your item will be returned.

Mailing Address:

Central Trust, AIC's Name and SID Number
Oregon Department of Corrections
PO Box 14400
Salem, OR 97309-5077

How do I add money to an AIC trust account?

ICS Corrections offers deposit services to fund an AIC's trust or communications account. These services are provided by ICS Corrections' billing partner Access Corrections.

1. Online: The fastest and easiest way to purchase prepaid calling (phone and video) services is by using the [**Online payment processing service**](#). This service allows you to conveniently purchase prepaid calling services using a credit or debit card. As soon as your payment is complete, you will have access to the services just purchased.
2. By phone: Toll-free customer service is available at **866-345-1884**.
 - Web = credit/debit card payments only
 - Phone = credit/debit card payments only
 - Lobby Kiosk (coming soon)
 - Walk-In Location = cash only
3. Walk in funding is available at Dollar General, Family Dollar, or 7 Eleven.

2) **You can elect to place funds on the AIC's communication account.**

AIC communication account funds can be used for tablet services in addition to calls, video calls, and messaging.

How do I add money to an AIC communications account?

The new communication system allows you to add money to the AIC's communications account, which they can use to pay for calling and tablet services.

- Web = credit/debit card payments only.
- Lobby kiosk = cash or credit/debit card payments.
- Lockbox = personal/cashier's check or money order.
- Walk-In Location = cash only.

** Lobby kiosks are located in the facility lobbies at: CCCF, CRCI, OSP, OSCI, SCI, DRCI, PRCF, SRCI, EOCI, TRCI, and WCCF.*

AIC Communication Funding Fees

Deposit Amount	Web	Lobby Kiosk	Lockbox
\$0.01 - \$25.00	\$1.95	\$3.00	FREE
Walk-In Location	\$3.95		

Web = credit/debit card payments only.

Lobby Kiosk = Cash or credit/debit card payments.

Lockbox = personal/cashier's check or money order.

Walk-In Location = cash only

3) **You can elect to place funds on your own *Friend and Family* prepaid communication account.**

Friend and Family communication account funds allow the AIC to call the Friend or Family member "collect." This allows the Friend and Family member to know exactly how much money is available for the AIC to use to communicate with them. These funds can also be used by the Friend and Family member to set up video calls.

How do I purchase prepaid calling services?

There are Three Ways to Purchase Prepaid Services:

1. Online: The fastest and easiest way to purchase prepaid calling (phone and video) services is by using the **Online Payment Processing Service**. This service allows you to conveniently purchase prepaid calling services using a credit or debit card. As soon as your payment is complete, you will have access to the services just purchased.

2. By phone: Toll-free customer service is available 24/7/365 at **888-506-8407**. During your first accepted call you will automatically be given the opportunity to set up an account over the phone with a customer service representative. During future calls, you will also be given the opportunity to purchase additional calling time when your Prepaid balance becomes low.
3. By mail: To purchase prepaid calling services using a certified check or money order (personal checks are not accepted), please mail to:
ICSolutions
Customer Service
2200 Danbury St
San Antonio, TX 78217

When purchasing prepaid calling services through a mail-in purchase, please be sure to include with your payment, your name, address, and the designated telephone number to which you wish to receive calls.

What is the ICSolutions Family Plan?

The ICSolutions Family Plan is a Prepaid Collect account that allows a primary account holder to be the authorized user for all telephone numbers listed after the primary account number on the Family Plan Request Form. The primary account holder is responsible for any deposits and/or changes made to the account. If a refund is requested, the primary account holder will be sent a check for applicable refunds to the address provided. If fraud is confirmed, the family plan will be dismantled, and any associated telephone number will no longer be eligible for a family plan.

How do I set up a Family Plan?

To set up a new family plan or to make changes to an existing one, please click here: [Getting Out](#), then submit or print and fill out the form and send to customer@icsolutions.com or via fax to **210-832-8915**. For more information visit: [How to deposit funds – GettingOut](#).

How do I purchase prepaid messaging?

Friends and family members can communicate with AICs through ICS Corrections' tablet provider, GettingOut.com

GettingOut Email Funding Fees

Service	Fee Amount
GettingOut Online (Domestic Credit Card)	\$0.00 fee per transaction
GettingOut Online (International Credit Card)	\$0.00 fee per transaction