

# WYANDOTTE COUNTY SHERIFF'S OFFICE

## *Inmate Telephone Update*

Effective February 1, 2012, the new inmate telephone service provider will be **PAYTEL COMMUNICATIONS, INC.**

- Friends and family members can set-up a pre-paid account with PayTel by calling **800-PAY-TELL (800-729-8355)** or by visiting [www.paytel.com](http://www.paytel.com).
- Friends and family members will need to contact Global Tel\*Link at 877-650-4249 to receive a refund for any remaining available funds in a Global Tel\*Link pre-paid collect account. These balances will NOT transfer to the new provider.
- New PINs will be issued and distributed days before the transition to PayTel.

### COMPLIMENTARY CALLS

- If you attempt to call a telephone number that cannot accept collect calls, you will be provided with a one-time 60-second complimentary call to let your called party know there has been a change in providers and they need to make billing arrangements. Once the complimentary call is completed, the called party will be given immediate access to a live customer service representative with PayTel to setup/fund a pre-paid account to receive future calls.

### CALLING RATES

CALL TYPE	COLLECT		PRE-PAID COLLECT	
	First Minute	Additional Minute	First Minute	Additional Minute
Local	\$3.17	\$0.17	\$0.00	\$0.37
Intralata/Intrastate	\$3.17	\$0.17	\$0.00	\$0.37
Interlata/Intrastate	\$3.17	\$0.17	\$0.00	\$0.37
Interstate/Intralata	\$3.17	\$0.17	\$0.00	\$0.37
Interlata/Interstate	\$3.17	\$0.17	\$0.00	\$0.37
International	N/A	N/A	N/A	N/A

### REMINDER

- Calls may be subject to monitoring and recording.
- Call forwarding and/or three-way calling is not permitted.
- Refunds to cell phones will not be issued.
- Maximum time allowed per call is 15 minutes.