

# Inmate Telephone System – Calling Options

Providing connection options for those that need it most



ViaPath Technologies' Inmate Telephone System (ITS) is more than just a phone system, it's a lifeline that allows incarcerated individuals to remain engaged with their loved ones. And, with our permanent free weekly communications program, they can stay connected on a regular basis and strengthen the relationships on which they depend.

**ViaPath** offers several ways to pay for phone calls that require no additional work for correctional facility staff.

- ▶ **Prepaid Accounts** allow family members and friends to receive calls from an incarcerated individual using funds from the balance of the prepaid account, saving them the hassle of having to submit payment info at time of call. Secure deposits can be made online, at participating retail locations, or through mobile apps (Android or iOS), facility kiosks, the automated phone system, or postal mail.
  - » **One-to-One:** Only the depositing account holder can be called by the incarcerated individual using these funds, no one else.
  - » **One-to-Many:** The incarcerated individual pays for their own calls and can call whoever they want with

ViaPath offers an industry-first free communications program that provides **over 20 million call minutes** each month at no cost to incarcerated individuals and their loved ones.



money deposited by family members or friends or by using funds from their trust/commissary accounts.

- **Collect** allows a called party to accept a call without having to set up a prepaid calling account.

**VIAPATH'S ITS ENSURES THAT CONNECTION IS DONE WITH PURPOSE AND EASE, THROUGH A RANGE OF CALLING OPTIONS THAT COMPLEMENT THE REGULAR TELEPHONE SYSTEM.**

- **Teletypewriter (TTY) and Video Relay Service (VRS)** comply with the unique needs of deaf and hearing-impaired incarcerated individuals. ViaPath's VRS application connects the incarcerated with called parties via video. If the called number is not video-capable, a video interpreter signs with the individual and speaks with the called party for them.
- **Auto PAN Enrollment** simplifies the calling process by allowing incarcerated individuals to access and manage their list of approved Personal Allowed Numbers (PANs) through an automated attendant service.

Our phone system enables positive engagement and purposeful connection through options that extend beyond traditional phone calls. We believe that every single person should have the opportunity to communicate with their loved ones, and with our free calling and communication options, this is a reality.



ViaPath works to transform correctional facilities into rehabilitative environments by providing technology that meets facility needs, keeps communities safe, improves the wellness of incarcerated individuals, and fuels successful reentry for returning citizens. Leading the correctional technology field, ViaPath provides communication, rehabilitation, investigative, intelligence, finance, and reentry solutions.