



TO: ALL CUSTODIES; FAMILY & FRIENDS
FROM: WILL COUNTY ADULT DETENTION CENTER
SUBJECT: CHANGE IN INMATE TELEPHONE SERVICES

The Will County Adult Detention Center has contracted with Smart Communications to provide **Inmate Telephone Services (ITS)**.

The changes are being made to streamline the operations of the Sheriff's Office, improve communications, and ensure the safety and well-being of inmates and staff.

Effective **November 1, 2022**, inmate telephone services will be with Smart Communications. Family and Friends will need to go to www.smartinmate.com or contact Customer Care at 888-843-1972 to create their account and deposit funds.

Smart Communications offers different calling account options to allow you to pay for inmate phone calls in advance and stay connected.

Prepaid Collect (PPC) – allows family and friends to pay for collect calls they receive from an inmate in advance. The PPC account holder decides which phone numbers are allowed and how much they want to spend on receiving collect calls.

Voicemail Exchange (VMX™) – PPC calling account funds can also be used to leave voicemails for an inmate.

PIN Debit – Family and friends can deposit funds directly into PIN Debit accounts. These account funds are owned by the inmate and can be used to pay for calls they place to any facility-approved phone number.

All funds that are with Securus should be used by October 31, 2022 and phone purchasing through Securus should end by October 28, 2022 to ensure no loss of funds or loss of phone credits with the previous vendor.