

El Dorado County Sheriff's Office

Update

Inmate Telephone Update

Effective February 6, 2018, the new inmate telephone service provider will be **NCIC Inmate Communications**. In preparation for the new inmate telephone system, please begin notifying Friend and Family members of the expected change and provide them with the following information.

- Friend and Family members currently utilizing a Global Tel*Link pre-paid collect account to receive calls will need to establish a new pre-paid collect account with **NCIC Inmate Communications**. Friend and family members can contact **NCIC Inmate Communications** at **1-800-943-2189**, or visit www.ncic.com to set up a new pre-paid collect account.
- Friend and Family members will also need to contact Global Tel*Link at **1-866-230-7761** to receive a refund for any remaining funds in their Global Tel*Link pre-paid collect account. **Balances will NOT be transferred to the new inmate telephone service provider.**
 - Refunds are processed based on the method of original payment and may require a written request be mailed to Global Tel*Link.
 - Refunds may take up to 30 days for processing.
- The per minute calling rates will be as follows:

Call Type	Collect Per Minute Rate	Pre-Paid Collect & Debit Per Minute Rate
Local	\$0.25	\$0.21
In-State	\$0.25	\$0.21
Interstate	\$0.25	\$0.21
International (Excluding US Territories)	N/A	\$0.75 / Debit only

Fund a Pre-Paid Collect Account via IVR, online, etc.: \$3.00 per funding event

Fund a Pre-Paid Collect Account via live operator: \$5.95 per funding event

- **DIALING INSTRUCTIONS**
 1. Pick-up the handset.
 2. Press "1" for English or Press "2" for Spanish.
 3. Enter your 6-Digit Inmate ID followed by your 4-Digit security PIN.
 4. Press "1" for a pre-paid collect or collect call.
 5. Press "2" for a debit call.
 - Press "1" to make a debit call.
 - Press "2" to purchase debit time.

All non-privileged calls may be subject to recording and/or monitoring. It is your responsibility to maintain the security of your PIN and to take the necessary precautions to prevent others from obtaining your PIN. Neither El Dorado County nor NCIC Inmate Communications are responsible for stolen or improperly used PIN numbers.