



## Stay connected with your loved one!



Wondering how to keep in touch with your loved one while they are housed at this facility? One of the easiest ways to keep in touch is by phone. To ensure that your loved one can call you, it is recommended that you set up an account with DSI - ITI, LLC. as soon as possible. This sheet will help guide you through the account creation process as well as provide information about how to manage your account in the future.

### Setting up your account



In order to ensure that your phone service is not interrupted, you will want to set up an account with DSI - ITI, LLC. DSI - ITI, LLC. provides many different payment options to suit your needs. Our friendly customer service representatives are available to assist you Monday through Friday from 8:00am to 8:00pm (EST) at 1-814-949-3303. In addition, you can now set up and access your account online at [www.offenderconnect.com](http://www.offenderconnect.com).

### Managing your account

In addition to speaking to a live customer service representative, you can manage your account through two convenient methods.



#### OffenderConnect

You can now visit us online at [www.offenderconnect.com](http://www.offenderconnect.com) where you can set up a new account, merge existing accounts, check your balance, make pre-payments, view your statements, deposit money into a commissary account, and update your contact information 24 hours a day, 7 days a week.

#### IVR System

Our Interactive Voice Response (IVR) system allows you to check your balance and add money to your account 24 hours a day, 7 days a week by simply calling our customer service number and following the phone prompts you are given.

### Forms of Payment

#### Pre-Paid Accounts



Initial pre-payments must be in the form of cash, money order, credit card, Money Gram or Western Union. Subsequent pre-payments may be made by personal check. All prepayments made through a live operator must be at least \$30 or your account will be charged a \$5 minimum payment fee. The dollar amount of each phone call you receive will be deducted from your pre-payment. When your account balance goes under the amount required to accept at least a 5 minute call, your account will be suspended until another pre-payment is made. You may place additional money on your account at any time to ensure that you do not run out of calls.

#### Line of Credit Accounts

If you have good credit you may request a line of credit. By requesting a line of credit, you are agreeing to a credit check. If your credit check is favorable you will be given a line of credit to be determined by a supervisor. You would then receive a separate monthly bill from DSI - ITI, LLC. for inmate phone calls you accept.

### Important Contact Information



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