

# TO CREATE A PREPAID PHONE ACCOUNT:

- Call **1-866-516-0115**
- Go to **www.GettingOut.com**
- Use the **Lobby Kiosk**

## Account Types:

- **Inmate Account:** Funds in this account can be used by the inmate to call any number.
- **Friend & Family Account:** Funds in this account can be used by the inmate to call your phone number(s) only.

**Customer Service:**  
1-866-516-0115

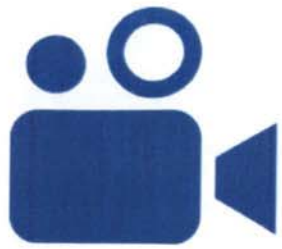


**Telmate**<sup>™</sup>  
Transforming Inmate Communications



## Remote visit requirements for friends & family

- A Telmate Verified Video Visit Account (They can create this account online at [www.gettingout.com](http://www.gettingout.com), or at any Telmate Kiosk located in the Visitor Lobby)
- A webcam, a microphone & speakers/headphones
- An Internet Browser. We support: IE 7, 8 or 9, Firefox 7, 8 or 9, Safari 4 or 5
- The current Adobe Flash update MUST be installed (If they are not sure what Adobe Flash version they have, go to <http://get.adobe.com/flashplayer> and update your computer to the most current version for free)
- High speed internet connection (Dial-up and satellite are not supported.)
- Test the internet speed at [www.speedtest.net](http://www.speedtest.net)
- Test the webcam and microphone at: [www.testwebcam.com](http://www.testwebcam.com)



# THANK YOU FOR USING THE TELMATE VIDEO VISITATION SYSTEM

As a reminder, **all video visits are monitored, recorded, and subject to screening to automatically detect third party visits.**

Certain actions are forbidden during your visit and, when detected, may result in the loss of visitation privileges (including free visits), suspension, and/or a fine.

## The following actions are forbidden during video visits:

- **Third party participation** in any visit that was originated by another resident or inmate (e.g. giving away or selling your free visit to another inmate). Violation of this rule will result in Telmate suspending your free visit privileges for a minimum of 15 days. During that suspension period, you will be charged standard fees for all video visitations. Additional restrictions and/or fines may be applied by your facility.
- **Nudity or explicit sexual behavior.** Violation of this rule may result in disciplinary action and administrative suspension.
- **Threats of intimidation or harm.** Violation of this rule may result in disciplinary action and administrative suspension.
- **Misrepresentation of identity.** Violation of this rule may result in disciplinary action and administrative suspension.