



How to Pay for Phone Calls

CIDNET Data – How Everything Works

This facility has updated the inmate telephone system and is now integrated into CIDNET. The biggest difference between the old system and CIDNET is that all calls are paid for with data instead of a per minute fee. Data is sold for \$0.30 per Megabyte. When you talk on the phone, CIDNET tracks and deducts however much data is used for the call. One (1) minute of talk time uses approximately 0.65 Megabytes of data, with an average cost of \$0.18.

How You Purchase Data

To make phone calls, you must first purchase data. To do so, use the telephone in your area and dial "00". Listen to the prompts and select the amount of data you want to purchase. Funds will be deducted from your commissary account and you will be able to use your data to make phone calls.

How The People You Call Purchase Data

CIDNET offers a public website (CIDNET Customer Portal) where the people you want to talk to can create an account and purchase data for \$0.30 per Megabyte. Tell them to search "CIDNET" from any web-browser. Once they have data, they will have the option to transfer some or all their data from their customer account, to your inmate account. This is important to note, because when you make phone calls, CIDNET is designed to first check your data balance. If you have data on your inmate account, CIDNET will deduct your data to pay for the phone call. If you do not have any data, CIDNET will deduct data from the person you are talking to.

If you do not have data on your inmate account, and you call someone who has not gone to the public website (CIDNET Customer Portal) and created an account and purchased data, the call will not go through. The person you called will hear an automated message telling them how to create an account at the CIDNET Customer Portal. Once they create their account and purchase data, they will be able to receive your calls.