

How do I pay for it?

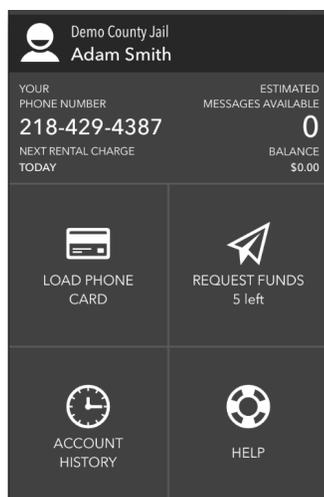
Funds may be added to your account at anytime at **jail.im** or **reliancetelephone.com**. You may also transfer the full balance of a Reliance Telephone phone card that was purchased online at **reliancetelephone.com**.

Direct Funding

When you get the device you may send 5 free automated text fund request messages each day. These automated messages will inform the person you texted who you are and the facility you're texting from, then ask them to go to a direct link to your account on the **jail.im** web site. The **jail.im** website will instruct them to use a credit card to put money on your account.

Phone Card Transfers

You can use an online phone card purchased from **reliancetelephone.com** to fund your texting account. The app allows you to enter your card number and transfer the remaining balance of the card to your texting account. The phone card amount can't be transferred back to your phone card from the texting device. Cards purchased directly from the facility commissary may not be transferred to your texting account.



What is the Tablet Phone?

The device is an Apple product designed to allow you to text, video call, and voice call. It is enclosed in a protective case. The device is location aware and may not leave the facility. Your device is secured with a PIN which you must enter anytime you wake the screen.

Getting Started

You will have to request to use this service. If approved by the facility you will be provided with an Inmate Tablet Phone to use. Once you receive the device you will be asked to sign the user agreement upon first unlocking your device. You must type your name exactly as it appears in the app. If the facility supports calling, you may also be issued a headset. The first headset is free. If you need a replacement headset, the cost is \$3. Speakerphone may also be allowed depending on the facility.

No Monthly Fee

The Tablet Phone is available for no monthly fee. However, if the Tablet Phone is broken while in your possession, a fee of \$200.00 will be charged against your account.

Facility Rules

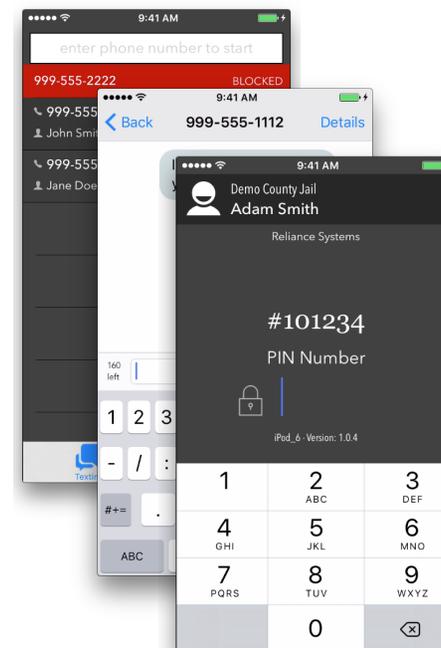
The facility has complete discretion on the use of the texting devices. You will not be able to text other inmates, victims, witnesses, or any other person blocked by the facility. If the facility determines that your behavior is a problem they can terminate the use at any time. No rental adjustments or refunds are made in these circumstances.



RELIANCE

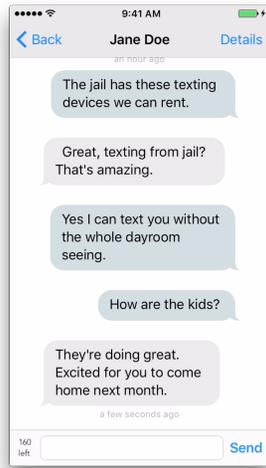
SYSTEMS

Reliance Systems and this Facility provide an option to use an Inmate Tablet Phone (Texting, Voice & Video). You get a dedicated phone number and device to directly text friends and family. You may also place audio and video calls from the device, if this facility supports those features.



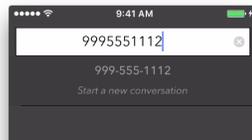
Inmate Tablet Phone

TEXTING

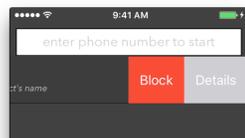


Sending your First Message

Once your account is funded, to start a conversation with a new number, enter the complete 10 digit number in the search box at the top of the texting list. Tap to start a new conversation. A free message identifying you and the facility will be sent along with your first message.



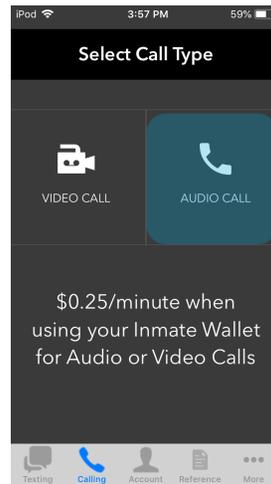
You can swipe left on a contact row to add a name to the number or to block that number from texting you again.



Message Fees

Outbound messages up to 160 characters are \$0.09. Inbound messages up to 160 characters that you accept are \$0.09. Long messages sent will be split up and billed as individual messages. If you do not view an inbound message or if you block that contact, you do not pay for messages they send. Support messages you send are \$0.09. Incoming support messages are free.

VOICE



Placing a Voice Call

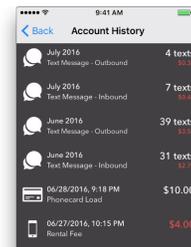
You can tap the Calling button at the bottom of the screen. Selecting Audio Call will connect you to the phone call interface; listen to the instructions to setup your call.

Calling Rates

Inmate Wallet Voice and Video calls : \$0.25/min
Collect Calls: \$0.25/min
Phone account (commissary funded) \$0.40-\$0.50/min
Phone Card: \$0.40-\$0.50/min

Your Account

Using the Account view, you can see your texting phone number, inmate wallet account balance, transfer an online card balance, send fund request messages, review your transactions and access support options.



VIDEO (not available everywhere)



Placing a Video Call

Tapping Video Call will give you a dial pad to enter the phone number you want to video call. If they have our app already (Reliance Connect) the call will start. If they do not yet have an account or our app, you will be given the option to send them an invite text for the service. Friends and Family can go to reliancetelephone.com to contact us for support receiving a video call.

Charging

Rules for charging the device will be determined by each facility. Devices are often charged overnight after being turned into an officer. The battery will normally last one day under moderate texting use. Heavier use may necessitate charging during the day if the facility allows it. Wall charging units may be available at some facilities.

Returning the Device

You will have to return the device when you leave. The balance on your wallet account will remain on the account. There are no refunds under any circumstance. Your funds will be available if you come back to this facility. We will try to get you the same telephone number but if we can't you will be provided a new 10 digit telephone number. You will also have to turn it in if you run out of monthly rental funds and are unable to get your account funded again.