



Record NEW Revenue

Imagine being able to **increase inmate satisfaction and collect revenue** even when a Friend & Family member is not able to answer the phone. Securus Voicemail provides a secure messaging option that allows you to bring in additional income **at no additional cost to your facility.**

A Profitable Solution

Making scheduled calls is a way of life for inmates at your facility. Now, it doesn't seem like it should be your problem that an inmate's loved one wasn't available to pick up the phone when they called, and that the system disconnected the call... Yet this is almost certainly a complaint you often hear. When inmates become unhappy they complain, and that means you get to hear about it. **Worse yet, when a call is not connected, a fee is not collected.** Well, not anymore.

Securus Voicemail is a password-protected, two-way communication solution that allows Friends & Family to leave a secure voice message for their incarcerated loved ones. In most cases, the inmate has the option of sending a return voice message to their friends and family. Voicemail messages carry a 30 second time limit and just like traditional telephone calls are recorded and secure. Messages can only be accessed by the inmate, the sender and approved facility personnel. Charges for Voicemail are guaranteed because they are deducted from the Friend & Family member's prepaid AdvanceConnect Account or the inmate's prepaid account. And because the service is offered at such a reasonable cost (only 75 cents a message), it encourages people to sign up and use the service frequently.

How the Voicemail Service Works

If your facility resides on Securus' Secure Calling Platform, you have all you need to get started **at no additional cost:**

1. Friends & Family call Correctional Billing Services (Securus' Customer Care Division) at 1-866-229-9286 to set up a Voicemail account
2. Friends & Family call a toll free number to leave a secure message for an inmate
3. When calling Friends & Family, inmate will be notified that they have a message. After entering their pass code, inmate can listen to their message, and if authorized, may send a return voicemail
4. Additionally, once a Voicemail account is activated, an inmate may leave a message on designated phone numbers should a friend or family member not be able to answer the phone during a scheduled call

By Offering Voicemail, You:

- Increase your revenue by adding an additional fee source
- Gain substantial value at no cost to you
- Avoid cannibalizing your telephone service because voicemails only last 30 seconds
- Increase investigative capabilities and options – Friends & Family may leave messages that provide additional information and assist ongoing investigations
- Reduce the complaints heard by your staff

If you're the kind of facility that is looking to increase revenue without making additional purchases, implementing Securus Voicemail just makes sense. The only thing you have to lose is additional income.