

Payment Options

We offer multiple ways of making a payment to your SCBS account

- Phone **1-800-844-6591**
- Payment Website **www.securustech.net**
- U.S. Mail

For **Direct Bill & Prepaid** Payments:

Securus Correctional Billing Services
P.O. Box 650757
Dallas, TX, 75265-0757

For **Offender Telephone Account** Payments:

SCBS TDCJ
P.O. Box 975420
Dallas, TX 75397-5420

Make remittance payable to SCBS by credit card, check, money order, cashiers check and other forms of guaranteed payments. Indicate your account #, phone #, and inmate first and last name and TDCJ ID #.

You can make payments using Western Union®

- Cash Locations
- Website **www.westernunion.com**

You can make payments through JPay by

- Phone **1-800-574-5729**
- website **www.JPay.com**
- Cash locations



Keeping you connected when you need it most



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Frequently Asked Questions

How much does a phone call cost?

Rates vary depending upon if you live in or out of Texas. For specific rates see the Account Types panel or visit www.securustech.net/tdcj

Why am I not getting calls from TDCJ offenders?

There are a number of reasons this may be occurring. The registration process may not be complete; to verify call 866-806-7804 or visit website www.TexasPrisonPhone.com. There may be an issue with your billing account; to verify call 800-844-6591 or visit website www.securustech.net/tdcj. No one was home to press # 1 to accept the call (the phone system does not allow offenders to leave a voice message on answering machine). For details and additional conditions, visit website www.securustech.net/tdcj

Can I add money to an Offender's Telephone account?

Yes you can! Simply, contact Securus Correctional Billing Services and tell us which offender and how much you want to fund. For details, see the Payment Options panel.

I only have a cell phone, how can I receive calls?

TDCJ policy allows offenders to call cell phones. You can only receive calls on Post-Paid cell phones. Calls to PrePaid cell phones are prohibited. During the registration process your phone company will be contacted to verify your account information.



TDCJ Friends and Family Offender Phone Information



Get Connected

Securus Correctional Billing Services (SCBS) provides billing methods to ensure friends and family members are able to stay in contact with offenders. SCBS provides multiple account options to fit your various needs.

www.securustech.net
1-800-844-6591

When Will I Get My First Call?



Get Connected

You must first register to receive calls before Securus Correctional Billing Services (SCBS) can assist you with TDCJ Friends and Family Services.

Friends and Family:

1. Register and be approved to receive calls. **To register call 866-806-7804 or visit website www.texasprisonphone.com**
2. If you are registering a Post-Paid cell phone (no Pre-Paid) you can either go to **www.texasprisonphone.com** or call **(866) 806-7804** and select options 1, 0. If you call, the phone vendor must call your phone company with you on the phone to verify your account information.
3. Ensure the name on your phone bill matches the name on your driver's license or state ID.
4. Keep your SCBS account in good standing.

Offenders:

1. Enroll in the Voice Biometrics system associated with the phones.

When all these occur, the offender can place a call to you.

As long as...

- They dial between 7:00 am and 10:00 pm.
- They are eligible to make a call.
- They pass voice verification.
- You answer the phone and press 1 to accept the call.

Note: TDCJ Units occasionally have the offender phone system offline for security reasons.

Account Types

We offer multiple account types to ensure you receive calls from TDCJ Offenders

Direct Bill account

- This account was automatically created after registration when you were approved to receive calls. The account will have an initial credit limit of \$85.00 which will be increased to \$200.00 after 90 days if the account is kept current and you have paid your invoices in full and on time.
- If you reach your credit limit prior to the next bill cycle, you can not receive more calls until SCBS receives your payment. For payment options, see the back panel.
- **If a Direct Bill account becomes past due, it is automatically converted to a Friends and Family Prepaid account.**

-OR-

Friends and Family Prepaid account

A prepaid account ensures you are always ready to receive calls. Since you pay before being called, there is never a disruption in service. You can request your Direct Bill account be converted to a prepaid account at any time.

Account Type	Calls in Texas (per minute)	Calls outside Texas (per minute)
Direct Bill	0.26	0.25
F&F Prepaid	0.26	0.21
Offender Phone	0.23	0.21

Rates (additional fees may apply)

Offender Telephone account

When offenders enroll their voice in the phone system an Offender Telephone account is automatically created for them. They can buy from \$1.00 up to any dollar amount of minutes from their commissary. You can fund their account too.

Funds placed in an offender account become the property of the offender and can be used to call anyone on their approved calling list. Friends & family members will not be able to receive refunds from this account.

Rates available at: www.securustech.net/tdcj

Securus Correctional Billing Services



Stay Connected

SCBS provides friends and family members of Texas Department of Criminal Justice offenders with account support for calling services. After you complete the registration process, SCBS supports your invoice inquiries, rate questions and payment processing.

To discuss your SCBS-TDCJ account or other accounts, call

1-800-844-6591

or visit the SCBS-TDCJ website

www.securustech.net/tdcj

or email us at
customer_service@securustech.net

Representatives available 24/7, 365 days per year

If you Already Have a SCBS Account

If you have an existing account with SCBS, you still need to register to receive calls from a TDCJ location. After approval, you will have two SCBS accounts, one specifically for calls from TDCJ and the other for calls from other correctional agencies. When making payments, be sure to indicate which account should receive the funds.