

Iowa County Sheriff's Office – Jail Division Telephone Policy

Telephones are available to detainees not under disciplinary action.

Lattice Incorporated provides the inmate phone service for the Iowa County Sheriff's Office. Lattice Customer Service will be handling individual Pre Paid Collect (PPC) phone account deposits. In order to open a phone account to receive phone calls, a new account must be set up by contacting Lattice's Customer Service by phone at **(800) 849-6081**. Customer Service Representatives will be available 24/7. Deposits can be placed into an account specific to the depositor's phone number.

Deposits to phone accounts may be made several ways:

- 1) By mailing a postal or bank certified money order to:
Customer Service of America
P.O. Box 1809
Yulee, FL 32041-1809

Please include your name and telephone number, the inmate's name and ID, and the name of the facility with your deposit.

- 2) On-line using a credit or debit card – go to www.myphoneaccount.com
- 3) Western Union (see CSA tri-fold brochure in the visitor lobby)

To request a refund of phone account balance after release:

- After inmate release call CSA at **(800) 849-6081** and provide your identification and current address information.
- After verification and processing, CSA will mail refund check within 7-10 days.

Payment Processing Fees:

- 1) Money Order by mail: (No Charge)
- 2) Credit/Debit Card payment \$25 Minimum: \$10 fee per transaction
- 3) Western Union: \$9.95 fee per transaction
- 4) Transfers and refunds: (No Charge)

If you have any questions, please contact Lattice Customer Service at **(800) 849-6081**.

