



# Notice:

**Telephone system changes: Effective the week of October 2nd, 2023**

**Effective week of October 2nd, CPC will be making changes to the inmate telephone system. Please read the below listed changes:**

## Prepaid phone accounts:

**Family and Friends are able to set up prepaid accounts from outside the facility by calling CPC customer service at 1-877-998-5678, online at [www.inmatesales.com](http://www.inmatesales.com). Acceptable forms of payment include major credit and debit cards. Customers with remaining funds on Encartel prepaid accounts should contact Encartel directly to request potential refunds as we cannot automatically transfer these balances. We would suggest you let your family/ friends know about this prior to October 2nd as to eliminate any confusion on their part regarding these changes.**

## Telephone usage:

**All calls will require you to dial area code and number in order to complete the call.**

## Call Rates:

<b>Direct Pay &amp; PIN Debit</b>	<b>Rates</b>
Local Calls	\$0.18/minute + taxes
Toll Calls & Long Distance In State	\$0.18/minute + taxes
Long Distance Out of State	\$0.18/minute + taxes
<b>InmateSales App Calls</b>	<b>\$0.18/minute + NO TAXES</b>

**We apologize for any confusion these changes may cause.**

**\*Taxes on calls and fees for deposits may apply where applicable.**