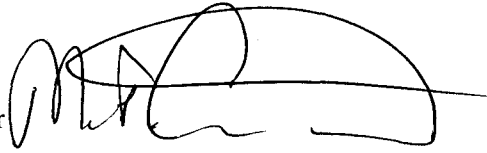


Department of Health Services

Division of Mental Health and Substance Abuse Services

DATE: July 21, 2010  
TO: WRC Inmates & Patients  
FROM: Mario Canziani, Security Director  
RE: Embarq Phone System  
CC: WRC Staff



#### Patient/Inmate Telephone System

In the near future, WRC will be transitioning to a new patient/inmate telephone system at WRC. Embarq, the current provider, will retain the contract. However, there will be a change in the billing service used and how pre-paid accounts are set up.

Correctional Billing Service or CBS, will cease to be the billing partner. It is strongly suggested that you advise friends and family not to deposit large amounts of funds in pre-paid accounts at this time. Typically, after a system change-over, refunds of the unused portion of these accounts can take 30-60 days and must be requested from CBS.

The new billing partner, NCIC can be reached at 1-800-943-9129 or <http://www.ncic.com/ContactUs.html> to set up accounts. Please do not have friends and family set up accounts at this time. We will provide a date for the change and when accounts can be set-up.

Regarding debit calling, there will be a period of several days during the cut-over when debit funds are being transferred from one system to another that they will not be available. Again, we will provide you with a specific time frame when it becomes available.