



Phone Vendor Transition Information

IDOC acknowledges the vital role communication plays in the lives of individuals in custody fostering connections and aiding in their rehabilitation journey.

Starting as early as February 3, 2024, IDOC will begin transitioning phone services from Securus to a new provider, ICSolutions.

This change will take about two weeks to complete and will occur on a facility-by-facility basis. Individuals in custody will receive specific details for their facility's transition date.

Details

During the switch, all individual in custody phone credits and phone lists will transfer to the new system.

However, friends and family may have Securus Advance Connect account balances. Funds from these accounts will **not** transfer automatically to ICSolutions. After the transition is complete, friends and family should contact at 1-800-844-6591 or visit www.securustech.net for more information about account balance refunds.

A one to two-day phone service interruption is expected to allow the transfer of Securus account funds and data to ICSolutions. In the event of unforeseen circumstances, delays may be longer. IDOC is working closely with the vendors to minimize service interruptions and ensure a smooth transition.

How to Prepare

- Create an account with ICSolutions. Please visit icsolutions.com for instructions on how to set up an account.
- Stop adding money to your Securus Advance Connect account. IDOC recommends keeping enough funds for one to two weeks of calls during the transition. For refunds, contact Securus.

Frequently Asked Questions

When will each facility's phones be transitioned? Is there a facility schedule?

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Will the phone credits and phone lists (PAN) my loved one currently have be transferred to the new service provider?

- Yes.

Is there a cut off date for friends and family to purchase communication minutes with Securus or will purchases be allowed up until the switch over is complete?

- No, there is not a cut off date, but we recommend friends and family keep enough funds for one to two weeks of calls on Securus Advance Connect accounts. As a reminder, funds from these accounts will not transfer automatically to ICSolutions. Friends and family will need to contact Securus at 1-800-844-6591 or visit www.securustech.net for more information about refunding any balance on a Securus Advance Connect account.

How do I sign up for an ICSolutions account?

- For more information and instructions on how to create an account, please visit <https://icsolutions.com/>.

Will this new provider resolve the connectivity issues of phones not working within the facilities?

- If an individual in custody has an issue with the phone, they should follow the reporting procedure at their facility.

Will there be additional phones that are installed to ensure that more individuals are able to utilize the phone services during dayroom hours?

- There will be the same number of phones.

Will the length of time an individual is allowed to use the phones be reduced with this new service provider?

- There will be no changes to the time allowed for phone use.

Will accounts be credited for calls dropped or lost?

- ICSolutions technical representatives are available to assist. Please call ICSolutions at 888-506-8407.

Will the price of minutes increase or remain the same?

The rate for domestic calls will reduce to .008 per minute from the current rate of .009 per minute. International call rates by country are available at https://icscorrections.com/facilities/il_idoc.html.

If friends and family have issues with the new system, who should they contact?

- Please visit ICSolutions' website at https://icscorrections.com/facilities/il_idoc.html or call ICSolutions at 888-506-8407.