**Previous inmate phone services through CenturyLink**

The Nevada Department of Corrections (NDOC) is in the process of changing vendors for its inmate telephone system services from CenturyLink to Securus Technologies. This cut over is occurring the week of June 3 – 7, 2019.

**Prepaid Collect / Direct Bill Accounts**

Refunds can be requested by outside parties through ICSolutions (ICS) online at <https://icsonline.icsolutions.com/contact-form> or by calling their customer service center at <1-888-506-8407>, option 5. ICS representatives are available 24 hours a day, seven days a week.

**Inmate Debit Account**

If there is any unused debit time remaining on their CenturyLink/ICS phone account, CenturyLink will send the unused time directly to Securus to be placed on their debit account on June 7, 2019.