Frequently Asked Questions

Q. Call Charges? Do prepaid calling charges vary from traditional collect call charges?
A. No. In most cases, the collect call charges currently being applied by the facility, match those for prepaid calling. To obtain these rates, please contact a Legacy Inmate Communications representative. Please have the facility name and state of the facility your account is to be established with ready.

Q. Payment? What is the best payment option for me?
A. No single payment method is better than another. Legacy accepts Visa, MasterCard, Discover, American Express, and Bank Debit as effective means of payment. We also offer Western Union, MoneyGram, PayPal, check or money order.

Q. Account Activity? When does my account become active?
A. Typically, calling may begin within (1) hour of an authorized payment being received. Western Union, MoneyGram, PayPal, check and money order payments may require up to (24) hours or as soon as payment is received before calling may begin.

Q. Account Deductions? How do I keep track of my time used?
A. Legacy suggests that you always keep an accurate record of all accepted calls to include the time, date, and total length of each call. This will help ensure that the proper deductions are being applied to your account.

Q. Adding Funds? How do I add funds to my account?
A. Call Legacy at 1-888-729-4326 and a representative will be happy to answer any questions you might have. They can also assist you with the necessary steps towards replenishing your account or inform you of any remaining funds, and/or critical account balances.

Q. Online Setup? Can I establish an account via the web?
A. Yes. Visit us online at www.legacyinmate.com to set up your prepaid account. With proper payment authorization, accounts become effective in realtime.

Q. Computer Experience? What if I have none?
A. No problem. Friends & Family representatives are standing by to assist you with the online setup process and can show you how to add funds to an existing account.

Legacy Inmate Communications
10833 Valley View Street - Suite 150
Cypress, CA 90630
888.PAY4FAM
888.729.4326
www.legacyinmate.com
Friends & Family
Prepaid Collect Service

Questions?
For more information or questions regarding the Friends & Family Prepaid Collect Service by Legacy, please call or log on today.

Hours of Operation:
Monday - Friday: 24 hours
Weekends: 24 hours
Holidays: 24 hours

Toll Free:
1-888-PAY-4-FAM
1-888-729-4326

Mailing Address:
Legacy’s Friends & Family Prepaid Collect Service
10833 Valley View Street, Suite 150
Cypress, CA 90630

World Wide Web:
www.legacyinmate.com

ATTENTION:
The following scenarios are automatically detected by the jail’s inmate telephone system, and may result in your call being terminated. By following these simple rules, you can help prevent your call from being disconnected and your account balance from being negatively being affected:

★ Do not attempt to dial three-way
★ Do not place a caller on hold
★ Do not use call waiting features
★ Do not press numbers on the keypad
★ Avoid long pauses in your conversation

Did You Know?
Approximately 14% of all calls dialed from within correctional facilities are to households or cellular subscribers with collect and third-party billing restrictions placed on them. Basically, your local phone company cannot process these calls. As a result, these calls often go unnoticed and unaccounted for. Legacy sympathizes with the growing need for open communication paths and in almost all cases; these calls are the only way for individuals to reach out and speak directly with a familiar voice.

Legacy’s Friends & Family Prepaid Collect Service is a public service available to the concerned loved ones of this nation’s detainee population. You deserve to remain connected during these often trying times. What better way than prepaid calling?

Why Prepaid?
★ Prepaid Collect is affordable
★ Account setup is easy
★ No excessive rates, fees or surcharges
★ Day, night, weekend and holiday charges are always the same as those set by the facility
★ Account activity is deducted in realtime
★ Replenishing funds is just a call or click away
★ 24 hour account management
★ 24 hour customer support

* A minimum of $15.00 plus a one-time setup fee of $7.50 is required to establish an account (depending upon the facility). Contact Legacy for information on terms of eligibility and use.

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