

INMATE TELEPHONES

The City of Pasadena Jail uses an Inmate Phone System provided by Legacy Inmate Communications. All outgoing collect, debit, or prepaid collect calls are **subject to recording, monitoring and termination at any time.**

A friends and family prepaid account may be used to accept phone calls from an incarcerated individual. To set up a prepaid account, for additional information, or for customer service regarding inmate communication services, please contact:

Legacy Inmate Communications
[Legacy's Friends & Family Prepaid Account Website](#)
 1-888-PAY-4-FAM (1-888-729-4326) available 24/7/365

Under normal conditions, inmates have access to phones seven days a week. Telephones may not be available during certain periods, such as searches, emergencies, temporary lockdowns, etc. Telephone access may also be restricted for disciplinary reasons against an individual inmate or an entire housing unit.

Please be advised that if you choose to accept a call from an inmate housed in the City of Pasadena Jail the telephone company will charge you for the cost of the call.

COMMUNICATION RATES	
Local Call	\$0.50 Per Minute
Intralata Call	\$1.15 Per Minute
Interlata Call	\$1.15 Per Minute
Interstate Call	\$0.25/\$0.21 Per Minute (Collect/Prepaid)

PREPAID SERVICES

Legacy proudly offers Friends and Family Prepaid and Collect Calling Service allowing incarcerated individuals to remain in constant contact with loved ones during trying times.

The Benefits of Prepaid:

- Friends and Family Prepaid is affordable.
- Accounts may be established with any major credit or bank card with calling usually beginning the same hour.
- Check, money order, Western Union, Money Gram, and PayPal payments are also accepted.
- No additional rates, taxes, or surcharges.
- 24 hour account setup and customer service.
- Day, night, holiday, and weekend call charges are always the same as those predetermined by the facility.

- All deductions are made in real time so tracking account balances remain easy.
- When an account balance is running low, you will receive a courtesy call from a Friends and Family representative as a reminder to review your account.

Contact Legacy today for information on their Friends and Family Prepaid Collect Service. Customer support representatives are standing by 24/7/365 to answer any questions or concerns you might have regarding your account and payment options.

AUTOMATED CALL TERMINATION

As a security measure, the following scenarios are automatically detected by the inmate telephone system and may result in your call being terminated. By following these helpful suggestions you can avoid having your call disconnected.

- Do not place inmate caller on hold.
- Do not attempt to dial a three-way conversation.
- Do not press numbers on your telephone keypad.
- Avoid long pauses in your conversation.
- Avoid call waiting services.

INCOMING PHONE CALLS

Inmates cannot receive incoming phone calls. In the event of an emergency, call the City of Pasadena Jail. They will determine if notifying the inmate is appropriate.