Deposit Options

Calling Accounts

There are a variety of ways to deposit funds into calling accounts. Once processed, deposited funds are available for immediate use.

Online - quick, convenient, secure and available 24/7/365. Visit www.smartinmate.com and log into your account.

Live Operator - available 7 days a week from 7:00am to 12:00 Midnight EST by calling our toll-free Customer Care at 888-843-1972.

Lobby Kiosk - some facilities have lobby kiosks where deposits can be made with credit card or cash.

Automated Operator - available 24/7/365 by calling our toll-free Customer Care at 888-843-1972 and selecting "Make a Deposit" from the automated menu.

Mail - deposit funds via money order or certified check. Include the phone number of the Prepaid Collect (PPC) or PIN Debit calling account in which funds are to be deposited. Also include the phone number of the party depositing funds. Make payable to "Smart Communications" and mail to:

Smart Communications Deposit Center
P.O. Box 1848
Pinellas Park, FL 33780

Notes: Online, Kiosk and automated operator deposits are subject to a $3.00 processing fee. Live operator deposits are subject to a $5.95 processing fee. Deposits sent through mail are not subject to a processing fee.

SmartInmate™ Accounts

SmartInmate™ account funds can only be deposited online. Visit www.smartinmate.com and log in to your account. A minimum $5.00 deposit is required. Each deposit is subject to a $1.50 processing fee.

Questions?
Contact Customer Care at 888-843-1972
or visit www.smartinmate.com

Corporate HQ
Smart Communications
10491 72nd St.
Seminole, FL 33777

Smart Communications

Staying Connected Resource Guide

Please review this guide to learn more about the communications services offered by this facility to help you and your loved one stay connected:

- Phone Calling with Voicemail
- Remote Video Visitation
- Electronic Messaging and Photo Delivery

Getting Started

Visit www.smartinmate.com or contact Customer Care at 888-843-1972 to create your account and deposit funds.

Calling account funds can be used for:

- Prepaid Collect (PPC) phone number(s) to receive prepaid calls or leave voicemails
- PIN Debit for inmates to make prepaid calls

SmartInmate™ account funds can be used to:

- Send "postage paid" messages
- Open/read "collect/COD" messages
- Send digital photos to your loved one
- Schedule/conduct Remote Video Visitations

Customer Care

Our Customer Care Call Center is open 7 days a week from 7:00am to 12:00 Midnight EST and can be reached toll-free at 888-843-1972.

Our friendly, knowledgeable, U.S. based Customer Care representatives are prepared to assist you:

- Create an account
- Deposit funds into an account
- Communication service questions and rates
- Billing and refund questions

Phone Calls

Smart Communications offers different calling account options to allow you to pay for inmate phone calls in advance and stay connected.

Prepaid Collect (PPC) - allows family and friends to pay for collect calls they receive from an inmate in advance. The PPC account holder decides which phone numbers are allowed and how much they want to spend on receiving collect calls.

Voicemail Exchange (VMX™) - PPC calling account funds can also be used to leave voicemails for an inmate.

PIN Debit - family and friends can deposit funds directly into PIN Debit accounts. These account funds are owned by the inmate and can be used to pay for calls they place to any facility-approved phone number.

To prevent disconnection, avoid the following actions during a call:

- Press any buttons on phone's dial pad
- Attempt to transfer or perform a 3-way call
- Stop the conversation or place call on hold
- Use or answer "call waiting"

Remote Video Visitation

SmartVisit Video Visitation allows you to have video calls with an inmate from the comfort and privacy of your own PC with web camera and internet connection.

- Include your loved one in everyday activities, birthdays, holiday gatherings, etc.
- Saves time, expense and hassle of traveling to the facility
- More comfortable visiting experience for younger children

Messaging & Photo Delivery

SmartInmate™ is a two-way electronic messaging service that allows you to send and receive messages from your smartphone or PC. Inmates can send and receive messages on secure/password protected kiosks or tablets stationed at the institution.

SmartInmate™ also provides a one-way photo delivery service. Photos can be accessed by inmates an unlimited number of times.