

AdvanceConnect Single Call Feature Implemented for Collect Calls

As of September 18, 2020, Securus implemented **AdvanceConnect Single Call** feature for the Arkansas Division of Correction. This will improve the ability to better connect collect calls that would normally not be connected due to:



- 1.) a family or friend not having an **AdvanceConnect** (prepaid collect) account established, or
- 2.) not having enough funds on an **AdvanceConnect** account to process the collect call.

The **AdvanceConnect Single Call** feature will give family/friends the ability to connect with their loved ones and pay for a collect call they have received by:

- 1.) entering a credit/debit card, or
- 2.) using a card on file if they have an existing **AdvanceConnect** account.

The **AdvanceConnect Single Call** process is an automated process, which allows for a better experience for family members or friends receiving collect calls.

BILLING

AdvanceConnect Single Call users will be billed for:

- 1.) per-minute rate
- 2.) applicable taxes and fees
- 3.) standard funding fee

ADVANCECONNECT SINGLE CALL REPLACES INSTANT PAY - ACCOUNT ACTIVATOR FEATURE

AdvanceConnect Single Call replaces the *Instant Pay - Account Activator* feature that provides one free 20-second promotional call to occur which allows the family members/friends to briefly connect every 15 days.

The person who is called will have the option to connect to a live operator to establish and/or fund an **AdvanceConnect** account. *Instant Pay - Account Activator* calls do not allow the call to re-connect after the promotional period has expired, even if the family member or friend has opened/funded an **AdvanceConnect** account.