



## IN-CUSTODY TELEPHONE SYSTEM Frequently Asked Questions

Synergy Technology Solutions, also known as Synergy Inmate Phone Solutions Inc., (Synergy) provides telephone service for persons in custody at the Central Nova Scotia Correctional Facility, the Cape Breton Correctional Facility, the Northeast Nova Scotia Correctional Facility, and the Southwest Nova Scotia Correctional Facility. There are two ways a person in custody can place a call: collect calling and prepaid calling. Collect calling is where the recipient accepts and pays for the call; prepaid is where the person in custody or the recipient can prepay for the call, both at reduced rates. The prepaid feature with Synergy ensures that telephone calls can be completed to any telephone, whether that is a cellular telephone, Internet-connected home telephone, or a land line. Prepaid options include:

- Prepaid calls from the person in custody's telephone account
- Prepaid by the person receiving the call
- Paid for by the called party's credit card at the time of the call

A feature available in some facilities is the use of wireless tablets for persons in custody. Tablets are a user pay device that allows persons in custody to access music and entertainment, movies, games, TV/news, messaging with friends and family, legal research and spiritual guidance websites, facility information, telephone account information, placing phone calls, and video visitation (where available).

Telephone calls may be made between 7:00 a.m. and 9:45 p.m. 7 days a week. This includes tablet use.

If parties receive harassing calls, video visits or messaging, you can block the caller from future calls either on the phone or by contacting Synergy directly at 1-866-713-4761.

The Synergy telephone system can detect telephone numbers that are being utilized for 3-way calling and will subsequently block this number from receiving calls in the future.

A voicemail can be sent anytime to a person in custody by calling 1-866-713-4761 and following the prompts. Voicemails can be up to 3 minutes each. Any communication on voicemail is not subject to the ordinary protections for communications and may be listened to by Correctional Services Division staff. Please note that an account by the person leaving the voicemail is required to use this feature. Account set up options through Customer Service or website are listed below.

Funds can be deposited into a person in custody's telephone account with cash, bank debit card, Moneygram deposit at any Canada Post location, or a credit card. Please note that any credit card deposits are subject to a service fee from Synergy. An additional feature of the Synergy kiosks provide family members and friends an option to deposit cash into the individual in custody's trust account for Canteen purchases (cash only, not credit cards). Trust deposits will also be accepted by Moneygram deposits at any Canada Post location (cash, bank debit card, or credit card). Also with Moneygram deposits, you will need to call the number on the receipt to validate who the funds are for. You must have the person in custody's personal identification number or PIN number to deposit money into either their telephone or trust account.

A new way to deposit funds into a person in custody's trust account is through the website [www.SynergyDeposits.ca](http://www.SynergyDeposits.ca). Through this site, there are two methods to deposit funds:

1. PayPal – this service allows friends and family to securely make purchases electronically through their PayPal account, bank or credit card. Banking information is processed securely by PayPal.
2. Interac Online – this service allows friends and family to securely electronically transfer funds directly from their bank account, to Synergy, and the funds are then made available for Trust Deposit. Only Interac has access to banking information.

SynergyDeposits provides customer support to friends and family through the Help section at [www.SynergyDeposits.ca](http://www.SynergyDeposits.ca) or through email at [help@synergydeposits.ca](mailto:help@synergydeposits.ca).

The following payment options are available:

- Any Synergy kiosk located in provincial / territorial correctional facility lobbies throughout Yukon, Nunavut, Northwest Territories, Alberta, Saskatchewan, Manitoba, Prince Edward Island, New Brunswick – credit card, or cash. Kiosks are not available at federal institutions.
- At all adult correctional facilities within Nova Scotia (CNSCF, CBCF, SNSCF, NNSCF) - credit card, or cash
- Toll-Free Customer Service (1-866-713-4761) - Credit Card Deposit
- Website ([www.inmatephones.ca](http://www.inmatephones.ca)) - Credit Card Deposit
- Canada Post – Moneygram – cash, bank debit card, credit card
- Website ([www.SynergyDeposits.ca](http://www.SynergyDeposits.ca)) – electronically transfer funds or cash

Please be advised that all telephone calls including secure visitation are subject to recording and monitoring, except calls with a lawyer, as per Correctional Services Act (s. 55) and Correctional Services Regulations (s. 59 and 60). The electronic records of your telephone communications are stored in a database and could be listened to when there are reasonable grounds to do so. Individuals in custody telephone calls to legal representation, Legal Aid, the Ombudsman, Human Rights, Nova Scotia Complaints Commissioner, and Nova Scotia Civilian Director of the Serious Incident Response are unrecorded.

### TELEPHONE RATES

#### Local Calls

Collect - \$1.85 per call

Debit/prepaid - \$1.25 per call

Collect calls are subject to taxes and bill rendering fees imposed by the CRTC

Calls are a maximum of 20 minutes in duration

#### Long Distance Calls

Collect - \$1.50 connection fee plus 30¢ per minute

Debit/prepaid - \$1.00 connection fee plus 10¢ per minute

International calls (**prepaid only**) - \$3.00 connection fee + \$1.00/minute (pre-paid only)

Collect calls are subject to taxes and bill rendering fees imposed by the CRTC

Calls are a maximum of 20 minutes in duration

### **Bundle Package**

\$19.95 for 15 calls (total of 15 calls anytime during 30-day period)

\$34.95 for 30 calls (total of 30 calls anytime during 30-day period)

\$59.95 for 60 calls (total of 60 calls anytime during 30-day period)

Prices do not include HST, or applicable credit card transaction, or Customer Service Representative Fees

Call bundle fee - \$2.00 plus 5% of purchase

Please note the bundle packages are non-refundable

### **Fees**

Messaging - 50¢ per message sent by friends and family (no charge for receiving messages)

Tablet use - 10¢ per minute

Video Visitation - 35¢ per minute

Voicemail - \$1.25 + HST for up to a 3 minute message

Billing statement cost recovery fee (applied to phone bill monthly; collect call only) - 45¢ per collect call

Cash trust fund deposits in kiosks - \$2.00/transaction + 2% of deposit + HST

Cash prepaid telephone account deposit in kiosk - \$2.00 + HST

Credit card transaction fee in kiosks for prepaid account - \$2.00 + 5% of deposit + HST

SynergyDeposits.ca - Interac and PaySafe Cash deposits directly to Inmate Trust. Fees vary and are presented prior to checkout

Money order/MoneyGram (Canada Post) processing fee - \$2/transaction + 2% of deposit + applicable fee charged by Canada Post

Deposit made via Live Operator - \$5.00 + 5% of deposit + HST

Deposit made via IVR - \$2.00 + 5% of deposit + HST

Telus Collect to Mobile or Collect2Cell - \$1.50 per accepted call

Refund processing fee - \$5.00

Return cheque charge - \$25.00