

Alabama Inmate Calling Service Providers

April 2026

No entity shall present itself as a provider of Inmate Calling Service (ICS) in the State of Alabama without proper authority and certification from the Alabama Public Service Commission.

ATN, INC. d/b/a AMTEL

913 Dillworth Street
St. Marys, GA 31558
www.atni.net

Primary Contact:
Gordon Reilly
Phone: 912-673-6000
amtel@atni.net

COMBINED PUBLIC COMMUNICATIONS, LLC.

P. O. Box 76573
Highland Heights, KY 41076
www.cpcjail.com

Primary Contact:
Vicky Moody
Phone: 850-896-0415
regulatory@combinedpublic.com

CONSOLIDATED TELECOM, INC

2445 Gateway Drive, Suite 120
Irving, TX 75063
www.ctel.us

Primary Contact:
Jerome Jacobs
Phone: 972-239-2182
jjacobs@ctel.us

CORRECT SOLUTIONS, LLC

192 Bastille Lane
Ruston, LA 71270
www.correctsolutionsgroup.com

Primary Contact:
LeeAnn Sims
Phone: 318-232-1526
leeann@correctsolutionsgroup.com

CROWN CORRECTIONAL TELEPHONE, INC.

305 W. 3rd Street
Clifton, TX 76634
www.crownphoneservice.com

Primary Contact:
William R. Bartula
Phone: 254-708-0087
ryan@crownphoneservice.com

GLOBAL TEL*LINK

3120 Fairview Park Drive, Suite 300
Falls Church, VA 22042

Primary Contact:
Pelicia Hall
Phone: 703-774-9100
Pelicia.hall@gti.net

INMATE CALLING SOLUTIONS d/b/a ICSolutions

2200 Danbury Street
San Antonio, TX 78217
www.icsolutions.com

Primary Contact:
Suzanne Haffner
Phone: 888-506-7681
shaffner@icsolutions.com

NETWORK COMMUNICATIONS INTERNATIONAL CORPORATION d/b/a NCIC INMATE COMMUNICATIONS

607 East Whaley Street
Longview, TX 75601
www.ncic.com

Primary Contact:
Stephanie Jackson
Phone: 903-757-4455 Ext. 1004
stephanie.jackson@ncic.com

PAY TEL COMMUNICATIONS, INC.

P. O. Box 8179
Greensboro, NC 27419
www.paytel.com

Primary Contact:
Jeff McGowan
Phone: 336-852-7419, Ext. 330
JMcGowan@paytel.com

SECURUS TECHNOLOGIES, INC.

5360 Legacy Drive, Suite 300
Plano, TX 75024
800-844-6591
www.securustech.net

Primary Contact:
Debbie Conde, Senior Regulatory Analyst
Phone: 972-277-0395
Debbie.conde@securustech.com

Cameshia L. Davis, Regulatory Compliance Analyst – Complaints & Reporting
Phone: 972-277-0416
cameshia.davis@securustech.com (Complaint Matters)

TELMATE, LLC d/b/a VIAPATH TECHNOLOGIES

3120 FAIRVIEW PARK DRIVE, STE 300
FALLS CHURCH, VA 22042
www.viapath.com

Primary Contact:
Pelicia Hall, Senior Vice President
Phone: 703-435-0890
Pelicia.hall@viapath.com

PLEASE SEE ALABAMA PUBLIC SERVICE COMMISSION RULEMAKING DOCKET 15957 FOR FURTHER INFORMATION ON INMATE CALLING SERVICE IN THE STATE OF ALABAMA.

- Inmate Calling Service (ICS) providers will charge no more than the capped rates approved by the Alabama Public Service Commission for prisons and jails.
- Billing increments shall not exceed one (1) minute.
- Operator surcharges and/or call set-up charges shall not be assessed by the ICS provider.
- Flat rate pricing (imputed minimum call duration) shall not be used except for optional single payment collect calls to wireless recipients.
- The Alabama Utility Gross Receipts Tax applies to ICS in Alabama. Sales taxes are not applicable.
- With the exception of single payment calls, providers will only assess taxes and government fees following usage of the service. Taxes and government fees are applicable to each call after the charge for call usage is determined.
- Providers shall assess only those ancillary fees approved by the Commission.
- Providers must first petition the Commission for approval to assess any ancillary fee not specifically approved by the Commission and may not assess any ancillary fee absent a Commission Order approving the fee.

- Providers will fully disclose all services/charges assessed to inmates and/or those they call from Alabama confinement facilities, regardless of whether the provider deems the service/charge subject to the Commission's jurisdiction, in order that the Commission may make the determination regarding jurisdiction.
- Providers are prohibited from assessing any fines or penalties on inmates and/or those they call due to suspected or actual three-way call violations or for any other reason absent specific Commission approval.
- The ICS provider's kiosk receipt shall list the account to which the payment applies, the payment (deposit) amount, the date of the payment, the applicable payment ancillary fee (listed separately), and the balance applied to the inmate calling account.

For further information on Inmate Calling Services in the State of Alabama contact:

Dee Newman

Dee.Newman@psc.alabama.gov

Alabama Public Service Commission

Utility Services Division/Telecommunications

100 North Union Street

Montgomery, AL 36104

Toll-free (800) 882-3919 or direct (334) 242-4272