

I purchased a number through conccallhome.com because my husband was expedited back to Kalamazoo, Mi. The calls through securus were costing a lot of money and I was trying to save some money so my daughter (who has leukemia) could talk to her dad. Two days after I made this purchase, Securus blocked the phone number. I contacted them and was advised that conccallhome was an illegal company. I was told then to send a fax showing the ownership of the phone number. I was also told it would be 24-48 hours after receiving the fax that the number would be unblocked or the account would be closed and a refund would be disbursed. After three days I heard nothing so I called and found out it would take 90 days to make a decision. I was still going to use securus to connect but was trying to save money. Since I am out of money now, I cannot talk to my husband until I get paid in two weeks. My daughter really wanted to talk to her dad and she cannot now for several weeks. Securus Technologies is nothing but a joke and they are only about the all mighty dollar, not about letting loved ones communication.