

My 1st dealing with Securus was Friday,9/28/12, when I received an unexpected FREE 30 second call,barely enough time for my 22 yr old son, in prison, 600 miles away from home,(for the past 7 months), to be able to say he got moved to a jail across the street. The call then ended & I was prompted to make payment in order to continue to speak to my son. Of course I wanted to know what was going on, so I made a credit card payment,(not feeling SECURE at all giving out my credit card info to a company I had never heard of), however, NEEDING to know what was going on,I conceded. After giving all the information,to an automated system, an automated voice asked to what # I wanted calls made to, the # I gave was not accepted, so I was going to be connected to a customer service rep., after a minute of waiting I was disconnected. If I were not a Christian woman, I would have been panic stricken, however, I trust God for my SECURITY! Thank God my son called back a couple of minutes later via his ConsCallHome #, he reassured us with the information we had been waiting to hear. We then spoke with our son, via Securess & it cost \$50.00 plus \$6.95 service fee to speak to our son for the weekend. (9/29&30th). On Monday, 10/1, I received a call from "Stephanie" @ Securess advising that the # we were using via ConsCallHome had been Blocked by Securess , she went on to DEMAND were I got that #, & that if I didn't pay more money I wouldn't receive any more calls because " Securess is used exclusively by that particular jail". Miraculasly, an hour later I received a call from another Inmate via ConsCallHome, advising me our son had been picked up by our local Sheriffs Dept & was safely on his way to his home state. It is my firm belief & EXPERIENCE, that both Securus & Global Telelink have a monopoly on ALL Prison systems in this country. I thank God for being able to talk to a compassionate PERSON, always willing to assist @ ConsCallHome, they are the ONLY reason we were able to hear our sons voice throughout the past 7 months. Please, I implore you, either shut down Secures & Global TeleLink, so that families can afford to speak to their loved ones, or have it on your conscience, the thousands of people that go to sleep crying because they CAN'T afford to speak with their loved ones. I thank God Almighty for being able to afford to speak to my son, even knowing I was being ROBBED of my hard earned money. (my husband is retired from UPS, after 37 yrs, & I am employed @ the Ocean County Board of Social Services, 25 years, as a SNAP supervisor. I pray that this plea does not fall on deaf ears & also that you never have to endure a circumstance such as this with a loved one. Feel free to contact me if desired @ home xxx-xxx-xxxx, or cell xxx-xxx-xxxx. May God Bless all @ ConsCallHome as they have blessed my family & I. Thank you for your anticipated assistance in this matter.