

I contacted Securus Technologies to inquire why my VOIP phone number issued by Cons Call Home was blocked and was informed that my VOIP number issued was fraudulent. Because of all of the hassle I decided to deactivate my account and proceeded to call Cons Call Home to inquire about a refund seeing as I was not able to receive phone calls from my son. At that point I was informed that what Securus Technologies did was against the law by blocking my number. When I called Securus Technologies back to re-instate my phone number I was informed that they could not re-instate my phone number because it is a fraudulent phone number because I was going through Cons Call Home to get the number. This is very frustrating seeing that I live a different state then where my son is currently incarcerated. Going through Cons Call Home allows me to be able to talk to my son more often because they give me a local number for him to call me from which is cheaper than the long distance charges that Securus Technologies charges me.