



**Discover the
convenience of MyTelio**

The free Telio app



Discover the convenience of MyTelio

Record a voicemail message

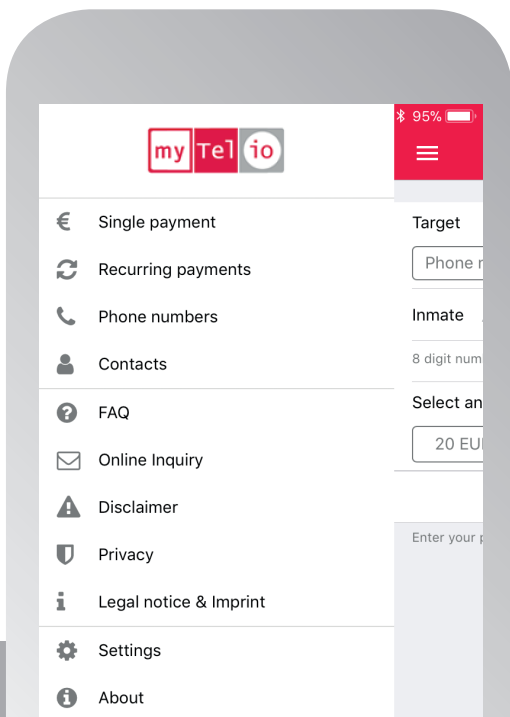
Accept a Collect Call immediately

Add credit to your account for either Voicemail or Collect Call

Money transfer

Works worldwide

MyTelio is available in Dutch, English, German, French, Spanish, Arabic and Turkish



MyTelio set up

1. Download the MyTelio app for free from the Google Play (Android) or Apple Store (iOS).



To the Google Play Store or Apple Store

2. Ask the inmate for their Telio account number. This is the 8 digit number found on the back of their Telio account card.
3. Registration within the app is optional but by registering you will have extra options!
4. Deposit money into your account so that you can easily answer Collect Calls and leave voicemails for your relative or acquaintance.

Ask the inmate for their Telio account number

The Telio account number is the unique number that your relative or acquaintance uses in prison to access the Telio telephony system. He or she will be the only one who can provide you with their account number.

REKENINGKAART

ACCOUNT CARD | CARTE COMPTE

Verwijder kraslaag

ACCOUNT CARD

REKENING ▶

CARTE COMPTE

12345678

0000

PIN CODE

◀ PINCODE

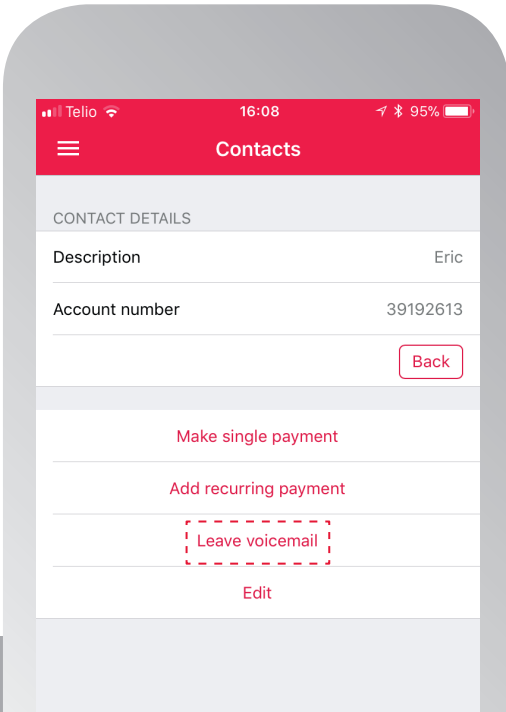
CODE PIN

Please scratch off | Enlever la couche

Recording a voicemail message by using the app*

1. Create a free account within the MyTelio app or on www.MyTelio.nl.
2. Register your phone number(s) in the menu under 'Phone numbers'
3. Transfer credit to your account in order to record voicemails for the inmate.
4. Add the inmate's Telio account number to your list of contacts.
5. Select your contact, select the Voicemail option and record a voicemail message for them directly.
6. After logging in on the Telio phone within the prison, your contact will be notified of the new voicemail message.

Does the inmate have an insufficient balance? By simply pressing 1 button he or she can request a Collect Call.

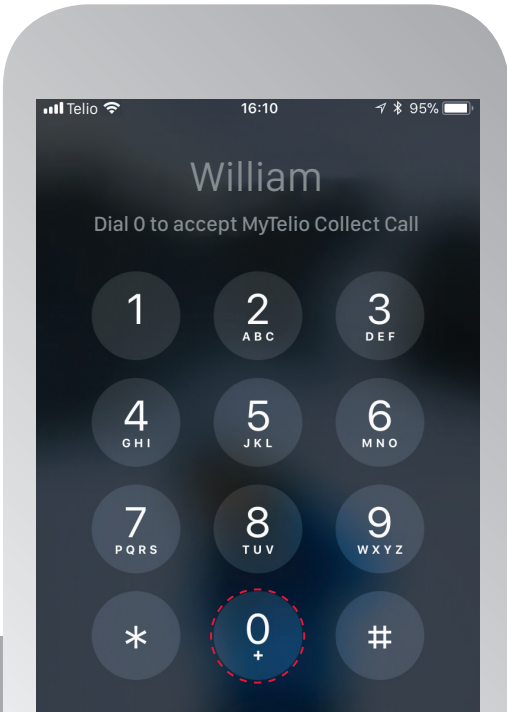


Accept a Collect Call immediately*

1. Create a free account within the MyTelio app or on www.MyTelio.nl.
2. Register your phone number(s) in the menu under 'Phone numbers'
3. Through the app you can add credit to your account to immediately accept Collect Calls.
4. You receive a Collect Call directly at one of your registered landline or cellphone numbers.
5. When you accept the call by pressing 0, the connection will be set up immediately.

It's possible to register one or several phone numbers worldwide, both landline and cellphone, within the MyTelio app or at www.MyTelio.nl.

* Current rates can be found in the MyTelio app and on www.MyTelio.nl.

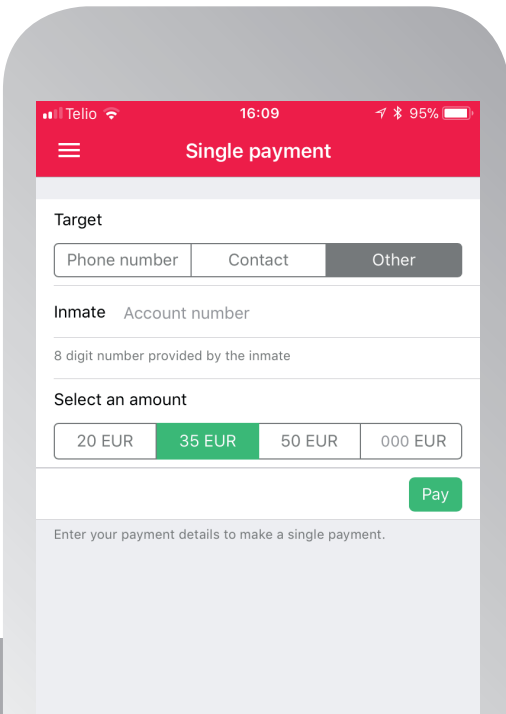


Transferring money to an inmate or your account

If you have an account, transferring money will be even simpler!

1. Create a free account within the MyTelio app or on www.MyTelio.nl
2. Add an inmate's Telio account number to your Contacts or register your phone number to be able to record voicemail messages or to accept Collect Calls directly.
3. You can now make simple payments to your contacts. Choose from €20/€35/€50 or enter an amount yourself.

It's also possible to create recurring payments. For example weekly or monthly. These can be altered or stopped at any time.



Single payment

Target

Phone number | Contact | **Other**

Inmate Account number

8 digit number provided by the inmate

Select an amount

20 EUR | **35 EUR** | 50 EUR | 000 EUR

Pay

Enter your payment details to make a single payment.

Contacting the inmate without the MyTelio app?

The service numbers below are only available within the Netherlands.

Voicemail 0900-1122000*

Record a voicemail to leave your message even when you can not speak directly to your relative or acquaintance by telephone.

1. Call 0900-1122000.
2. Enter the Telio account number of your relative or acquaintance.
3. Speak your voicemail message.

Collect Call 0900-0124*

Collect Call, the Telio call-back service for inmates.

1. If the number 0900-0124 is displayed on your screen, it is a request for a call from a correctional facility.

2. Press 1 to accept the call.

3. Now call 0900-0124 from the phone on which you have received the call. The costs are €0.15 per minute, with no starting rate.



* The costs for 0900-1122000 and 0900-0124 are €0.15 per minute. There is no starting fee.

Telio

Innovative solutions for prison services

Everybody has the need for contact and information, especially within the prison. Telio develops, installs and maintains communications- and media systems for penitentiary and forensic institutions. This way, Telio makes an important contribution to institutional peace and safety within prisons and rehabilitation centres.

Voicemail through MyTelio app
or 0900-1122000

Collect Call through MyTelio app
or 0900-0124

Money transfer through MyTelio app
or MyTelio.nl



www.MyTelio.nl

