

***What do I do if I can’t receive calls from my loved one?***

Phone calls from ICSolutions can sometimes be flagged as robo calls and therefore inadvertently blocked by some carriers. If you think this is happening, you can resolve the issue by simply adding the ICSolutions phone number associated with the facility to your contacts on your cell phone.

Please find the ICSolutions number associated with your loved one’s facility below and add it to your contacts on your cell phone.

FACILITY	ICSOLUITONS #
Alex City Work Release Center	1-256-409-4194
Bibb Correctional Facility	1-659-254-3242
Birmingham Work Release Center	1-205-709-3163
Bullock Correctional Facility	1-334-276-4047
Camden Work Release Center	1-334-681-0050
Childersburg Boot & Work Release	1-256-510-3504
Easterling Correctional Facility	1-334-402-6112
Elba Work Release Center	1-334-554-2092
Elmore Correctional Facility	1-334-666-6527
Fountain Correctional Facility	1-251-322-3658
Frank Lee Youth Center	1-334-416-9821
Hamilton Aged & Infirmid	1-659-231-3491
Hamilton Work Release Center	1-659-231-3489
Holman Correctional Facility	1-251-322-3657
Julia Tutwiler Prison for Women	1-334-666-6519
Kilby Correctional Facility	1-334-416-9820
Limestone Correctional Facility	1-256-444-8773
Loxley Community Work Camp/Work Release Center	1-251-257-4076
Mobile Work Release Center	1-251-277-3489
Montgomery Women's Facility	1-334-416-9815
North Alabama Work Release Center	1-256-916-3258
Red Eagle Honor Farm	1-334-416-9811
St. Clair Correctional Facility	1-659-287-3219
Staton Correctional Facility	1-334-666-6511
Ventress Correctional Facility	1-334-621-2265
William E. Donaldson Correctional Facility	1-205-881-5025

If this does not resolve the issue you may need to add our customer service number **888-506-8407** to your contact list and contact your carrier to have them unblock calls from the ICSolutions phone numbers associated with the facility.