

***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 #
Chittenden Regional Correctional Facility	1-802-419-0471
Marble Valley Regional Correctional Facility	1-802-712-0092
Northeast Correctional Complex	1-802-397-5192
Northern State Correctional Facility	1-802-995-5137
Northwest State Correctional Facility	1-802-330-4485
Southern State Correctional Facility	1-802-909-3228

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.