

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 #
Black River Falls Correctional Center	1-715-598-6375
Chippewa Valley Correctional Treatment Facility	1-715-861-6310
Columbia Correctional Institution	1-608-745-7396
Dodge Correctional Institution	1-920-239-5580
Drug Abuse Correctional Center	1-920-808-9080
Felmers O. Chaney Correctional Center	1-414-488-6631
Flambeau Correctional Center	1-715-609-2444
Fox Lake Correctional Institution	1-920-392-5660
Gordon Correctional Center	1-715-718-4844
Green Bay Correctional Institution	1-920-415-9669
Jackson Correctional Institution	1-715-598-4277
John C. Burke Correctional Center	1-920-239-5660
Kenosha Correctional Center	1-262-577-9100
Kettle Moraine Correctional Institution	1-920-526-4280
Marshall Sherrer Correctional Center	1-414-488-6632
McNaughton Correctional Center	1-920-808-9190
Milwaukee Secured Detention Facility	1-414-488-6634
Milwaukee Women's Correctional Center	1-414-488-6633
New Lisbon Correctional Institution	1-608-747-4330
Oakhill Correctional Institution	1-608-949-9690
Oregon Correctional Center	1-608-949-9680
Oshkosh Correctional Institution	1-920-808-9090
Prairie du Chien Correctional Institution	1-608-949-9970
Racine Correctional Institution	1-262-800-9330
Racine Youthful Offender Correctional Facility	1-262-800-9290
Redgranite Correctional Institution	1-920-566-8180
Robert E Ellsworth Correctional Center	1-262-747-1544
Saint Croix Correctional Center	1-715-338-3732
Sanger B. Powers Correctional Center	1-920-283-1717
Stanley Correctional Institution	1-715-861-6788
Sturtevant Transitional Facility	1-262-800-9255
Taycheedah Correctional Institution	1-920-581-3334
Thompson Correctional Center	1-608-949-9599
Waupun Correctional Institution	1-920-239-5590
Winnebago Correctional Center	1-920-808-9070
Wisconsin Secure Program Facility	1-608-949-9960

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.