

Why is my number blocked?

Many numbers are not billable thru the local telephone companies (including ALL Cell Phones), so AGM cannot allow them to process without some form of payment. AGM does provide a 1 minute FREE courtesy call to most of these numbers to inform you that the number cannot be processed, and provides you with our 800 number so you can contact us.

How can I receive calls ASAP?

With the AGM system installed, all of our intelligence for our systems is centralized, which means we have real – time account setup processes. You can go to our website with Master Card or Visa and within minutes have prepaid funds available so you can instantly receive calls. There is a \$5.00 service fee for credit card transactions made on the website. You may also call our toll free number (800-398-0113) to process credit card transactions, there is a \$6.50 service fee for this service.

What is a PREPAID Call?

A PREPAID call will process exactly like a collect call. One major difference is you will **save up to 30%** of the costs as compared to collect call rates. You will hear prompts that say the following: “Hello, this is a collect call from (inmate’s name) an inmate at the County Jail, to accept this call press 0.” Once you press 0 you will hear the following: “Your current balance is X dollars and X cents, this call is subject to monitoring and recording, thank you for using AGM Telecom”. The balance is your beginning balance from your PREPAID account.

What if I do not have a credit card?

You can also set up a prepaid account with MoneyGram, available at all Wal-Mart and CVS Pharmacy locations. Just go to the customer service desk and ask for a Blue MoneyGram Express Payment form. You will need the following information:

Receive Code: 4327
Company: AGM TELECOM
Account Number: XXXXXXXXXXXX
(Your 10 DIGIT PHONE NUMBER -
No dashes or spaces)

Once you complete this transaction, MoneyGram will notify AGM of your funds, and your funds are typically available within 60 minutes. MoneyGram charges a \$6.50 fee for this service at most Wal-Marts and CVS Pharmacies, you can also check here for other MoneyGram locations near you:



You can also send us a Money Order or Cashier's Check. Make the money order out to AGM Telecom, and make sure you include your 10 digit phone number on the money order, and mail it to:

AGM Telecom
PO BOX 888
Roanoke, TX 76262

Once the funds are received they will be posted to your account.

How can I find what my balance is?

Every prepaid call you accept, the first prompt played will be your beginning balance. You may also look it up anytime on the website. This is real time, so after your call you can check the balance as soon as you disconnect.

What are the rates?

Rate information is now available on our website, simply select the facility and enter your phone number. You can call AGM at 1-800-398-0113 during normal business hours (Monday – Friday 8am – 10pm CST, and Saturday from 9am – 5 pm CST) to receive rate information also.

What if I set up an account and the person I was receiving calls from is transferred?

Give us a call and we will process your refund request for any un-used funds. Once you request a refund, you should receive your check within 2 to 3 weeks from the requested date.

What is a High Toll block and how do I know if I have one?

In order to control phone usage, AGM has a policy where any phone number called more than \$50.00 in any day or \$150.00 in any month will be automatically blocked (these amounts are subject to change without notice). After this you must prepay to receive any further calls. Unfortunately we do not have any way to notify you of this block, so if you are accepting lots of calls you can either setup a prepaid account (and save \$\$\$) or call us to see what your current amount of calls are.

Is there a minimum amount to setup a prepaid account?

No, you can setup as much or little as you want, AGM does not require any specific amount.

Contact Info:

Customer Service is available Monday – Friday from 8 am to 10 pm CST, and Saturday from 9 am to 5 pm CST. 1-800-398-0113

You may email customer service at: agmcs@teampcs.com

