

Tammy Sherman

From: Sylvia Castillo <scastillo@icsolutions.com>
Sent: Tuesday, December 19, 2017 10:47 AM
To: tsherman@huntcounty.net
Subject: 9034501759 and 9034501661
Attachments: Hunt County.xlsx

Importance: High

Good morning. I added some screen shots as well as the call attempts for your review. Please call me if you have any additional questions. I hope this helps! Thank you.

The accounts were blocked on the 27th, and unblocked on the 28th; however, when the accounts were unblocked, the Call Type shown below, was not changed from None to ALL, so even though the number was unblocked, the only calls that were allowed to go out were the special free calls. (I highlighted those in the call detail records)

Once the call type was changed to "ALL", all call types were allowed to go out.

Here is the breakdown:

9034501759

- Line was blocked 11/27/17 at 15:25
- 13 call attempts were due to the block
- Line was unblocked 11/28/17 at 15:51
- 15 call attempts were unblocked but did not go out due to the call type
- 3 special free went out
- Account was corrected 12/9/17 at 11:37am

9034501661

- Line was blocked 11/27/17 at 15:24
- 10 call attempts were due to the block
- Line was unblocked 11/28/17 at 15:50
- 28 call attempts were unblocked but did not go out due to the call type
- 4 special free calls went out
- Account was corrected 12/9/17 at 11:54am

9034501759

Access ControlCall Type: All Block Type: Not Blocked Block Voicemail: **Features**

None

[Edit Features](#)**Alerts**General Alert:

No Contacts

Notes

CSN	Note Text	Type	Created
	Customer explained that they have not been able to accept calls. Previous note explained that the phone number is unblocked. Set call type to all instead of none.	Global Number	12/09/2017 11:37
	Unblock per Capt Sherman	Global Number	11/28/2017 15:51
	Blocked per Capt Sherman	Global Number	11/27/2017 15:25

9034501661

CSN	Note Text	Type	Created
	Customer with a bonds company. Facility set phone number to none for call type when it was blocked but forgot to reset after unblocking.	Global Number	12/09/2017 11:54
	Unblock per Capt Sherman	Global Number	11/28/2017 15:50
	Blocked per Capt Sherman	Global Number	11/27/2017 15:24

Sylvia Castillo
 Manager, Client Services
 ICSolutions
 Direct: (210) 477-7381
 Cell: (210) 861-0737

BAIL BOND COMPANIES – December 2017

MARK BASSHAM BAIL BONDS

903-246-3223

FREEDOM BAIL BONDS

Pamela Harris/John "Roundman" Suits

903-455-3733

903-456-7824

RELIABLE BAIL BONDS

Kenneth Michael Slemmons

903-450-9805

BARGAIN BAIL BONDS II

Charli Slemmons Wallace

903-454-2663

903-454-2664

MARK BASSHAM BAIL BONDS II

Heath Hyde

903-886-6500

LONE STAR BAIL BONDS

Pam/Eddie Harris

903-455-7717

903-455-3733

Fax /903-883-2555

GREENVILLE BAIL BONDS

Jeremy Colvin

903-450-1759

903-450-8884

BIG DADDY'S BAIL BONDS

Charlie Jo Wallace

903-454-2664

TAYLOR BAIL BONDS

Donna Fletcher

903-454-9600

903-454-1912

ACE-IN-THE-HOLE BAIL BONDS

Kenneth Michael Slemmons

903-450-1661

903-450-1661

ENSEARCH BAIL BONDS

Donna Fletcher

903-454-6360

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Sylvia Castillo
Client Services Manager

Corporate Office
2200 Danbury Street
San Antonio, TX 78217
www.IC Solutions.com

Office: (210) 477-7381
Toll Free: (800) 464-8957
Fax: (210) 832-8915
scastillo@ICSolutions.com