

0800 Calling Information for Prisoner Families and Supporters



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We can provide you with an 0800 number that can connect calls to your home phone or mobile account that inmates can call you on.

YourNet is a 2Talk 'reseller'. This means your service is provided through the 2Talk network (which is part of Call Plus, you might have heard of 'Slingshot' which is one of their other brands).

Our service is prepaid with 'month by month' term, no contract and no set up fee. This means that you choose the 'calling plan' that suits your needs, provide us with the details we need to set you up and your debit or credit card is automatically billed each month.

How to Sign Up

- Choose your calling plan
- Provide us your name, address, credit card details and phone number you want your calls to go to.

Calling Plans

We offer a number of calling plans but the three most popular ones are:

- 2Talk-10 - \$11.50 per month including GST
2000 local minutes, 250 national minutes
- 2Talk-20 - \$23.00 per month including GST
4000 local minutes, 1000 national minutes
- 2Talk-30 - \$34.50 per month including GST
4000 local minutes, 3000 national minutes, 50 mobile minutes

Each plan gives you a bundle of 'local' and 'national' minutes. You can also add a "100 minute mobile minutes" bundle to your chosen plan for \$11.50.

Which Calling Plan to Choose?

The plan you will choose will depend on where you are and where you want the calls to go.

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“Local to Local”

If your friend is in a prison in the same town/local calling area as you and you want their calls to go to your ‘home phone’ (land line) then you would choose 2Talk-10 as you get 2,000 local minutes per month (that’s over four 15 minutes calls to you each day). (eg Rolleston Prison, Christchurch to 03 348 7235)

“National”

If your friend is in a prison in a different town/local calling area then your calls will use “National Minutes”. If you choose 2Talk-10 then you’ll get 250 ‘national minutes’ which is about ‘half a call’ per day, or 7 minutes. If you’re only expecting a call every couple of days then this plan may still be ideal.

If you’re expecting one or more calls per day then you really need to consider 2Talk-20 which gives you 1000 national minutes or roughly 2 ‘full calls’ per day.

“Mobile Only”

If you only have a mobile phone or if you’re often not home when your friend wants to call you from the prison, you can have your 0800 number connect to your mobile phone.

When you receive calls on your mobile, it costs you ‘mobile minutes’. So your best plan is 2Talk-10 plus a 100 minute mobile bundle - \$23 per month. This will give you six 15 minute calls per month, or just over one per week. You can also purchase a 500 minute bundle for \$69 dollars or 1000 minutes for \$184.

“Home and Mobile”

We can make your calls go to both your home phone and mobile phone at the same time, or we can make them ring your home phone first, and if you don’t answer, we can make your mobile ring too.

This means that you can take advantage of the lower rates to your home phone or get the call to your mobile so you don’t miss a call.

If this happens for you a lot, then you can consider a 2Talk-30 plan, which comes with 50 minutes of mobile calling. You can also add any of the three mobile calling bundles to which ever plan you choose.

“Just Confused?!”

Yes, there are lots of different options. If you’re confused about what will work best for you, then just give us a call or email us and we’ll help you work it out.

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Frequently Asked Questions

Q: Is there a set up fee?

A: No, but we normally set your account up with \$10 credit when you start.
(see Account Credit below)

Q: I have to many minutes, can I change plans and save some money?

A: Yes, you can change plans when ever you like. If you need more minutes you can just order the next plan up and pay the difference, if you need to change down then you move down the following month and pay the lower rate (yes there's no refund sorry, so best to start with the smaller plan if you're not quite sure and then move up)

Q: What happens when I run out of minutes, can I still get calls?

A: Yes. As long as your account has some credit on it then you can get calls. The extra minutes will just be charged to you per minute and taken off your account credit.

Q: What is Account Credit?

A: Services are all 'prepaid' like a mobile phone prepay plan. You keep your plan in credit. Normally we set your account up with \$10 credit on it and then set the system up to charge you \$10 more each time you run out.

Q: Can I have more than one number and share my minutes?

A: Yes. Each extra number is \$6.90 per month. You can have as many as you like. Each number can be directed to ring where you want them to.

Q: Can I pay cash? I don't have a debit or credit card. Or can I pay at a post shop or your office or at Telecom?

A: No. Sorry but the service does have to be linked to a card of some type.

Q: Can you make my 0800 number ring at my place as well as my friends?

A: No. While it is 'technically' possible to do this, we also have some understanding of the prison rules.

Q: Can you make my 0800 number ring on more than one mobile at once?

A: No. While it is 'technically' possible to do this, we also have some understanding of the prison rules.

Q: Can you stop other people ringing my 0800 number?

A: Yes. Your 0800 number can be called from anywhere, but if you find that you're getting random friends and family calling you on it we can block out mobile calls and specific numbers.

Q: Will my friend be able to just ring me as soon as my number is set up?

A: No. Inmates can only call up 10 different numbers. They will have to apply to have your existing number removed from their list and your new 0800 number added. This normally means that the prison will ring you to confirm the number the same way they did when you first gave them your existing home or mobile number.

