

## Prepaid Account Refund Process

Prepaid Account phone services expire six months from the date of your last purchase, unless otherwise required by law. If you elect to close a Prepaid Account, you may request a refund of an unexpired balance. To request a refund by phone, call (888) 506-8407. Customer Care Representatives are available 24 hours a day, 365 days a year.

You may also submit your request via our [Contact Form](#) at [www.icsolutions.com](http://www.icsolutions.com) or in writing to:

ICSolutions  
Attn: Customer Service  
2200 Danbury Street  
San Antonio, TX 78217

Be sure to include your name, address, and the Prepaid Account phone number with an e-mail or mail-in refund request.

## Tablet Refund Process

Once created, your Friends and Family account will become inactive and is subject to forfeiture after 180 consecutive days of inactivity or non-use unless such time is shorter or longer based on governing law or contract. If an account is used by the account holder at any point in the inactivity period will be reset. A refund can be obtained by calling ViaPath customer service at 866-516-0115. If your contact information is provided to ViaPath, and you opt-in to receiving a text and/or email reminder alert, you will receive a text and/or email of the scheduled expiration of your account no later than 30 days before the account expires.