



information

Destination Prepay

A New Service for Family and Friends

Family members and friends of inmates are now given the option of setting up prepay calling accounts using Visa or MasterCard. Calls that may otherwise be blocked are now completed through GTL's AdvancePay program.

How Does It Work?

AdvancePay allows inmates to call your telephone number without the restrictions of standard billing. When an inmate attempts to dial a blocked number, AdvancePay will provide the option to the called party to set up a prepay account. After the prepay account is established, collect calls to the telephone number may be placed up to the prepaid amount in the account. After the amount of money is used, the system will prompt the user to add funds to their account.

Benefits:

Customers can rest assured that collect call charges will not reach an excessive amount.

When funds on a prepay account are low, an automated system will contact customers with the option to add more money to the account.

All transactions occur in real time. When an inmate places a call to a number set up as prepay, funds are deducted from the account as soon as the call is complete.

Questions?

The AdvancePay Service Department is ready to answer all billing related questions:

Toll Free Number:

1-866-230-7761

Fax Number:

251-473-2802

Hours of operation:

Monday-Friday
7:00 am to 9:00 pm
Saturday
8:00 am to 5:00 pm
Central Standard Time

Mailing Address:

AdvancePay Service Dept.
Department 1722
Denver, Colorado 80291-1722

Website:

www.GTL.net

To establish an AdvancePay account, a payment of either \$25.00 or \$50.00 must be made via credit card.

After the account is established, additional payments may be made by money order, check, credit card, or Western Union and Money Gram Wire transfers.

The system is completely automated. Account setup and additional transactions can be completed via an automated operator.

Customers may also contact the AdvancePay service department to make a prepayment.

ADVANCE PAYTM

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how to avoid disconnection!

Helpful tips to avoid calls from inmates
from being disconnected:

1

DON'T attempt a 3-way call

2

DON'T try to transfer the call

3

DON'T put the inmate on hold

4

DON'T use or answer "call waiting"

5

DON'T use a cell phone

6

DON'T use cordless phones

7

DON'T press numbers on the touch
tone pad during the call
(inmate phone or called phone)

8

DON'T stop the conversation for any
length of time, even short pauses may
result in disconnect

Once a number has been blocked, only the
person the number is listed to may unblock
the number by calling:

1-866-230-7761



Notice: All AdvancePay payments are subject to
applicable taxes and fees. Specifications are subject to
change without notice. This publication may be copied
and distributed to inmates, family members, and friends.

frequently asked questions

How can I find out the balance of my prepay account?

Contact the GTL AdvancePay automated system at 1-800-483-8314. If you need additional assistance and want to speak to a representative you can call the Service Center at 1-866-230-7761.

Will I receive a monthly statement?

Monthly statements are not mailed. Call records will be provided by request. As with all collect call types, we suggest customers keep a log of calls accepted for personal verification.

What if the inmate is released? Will I receive a refund for the remaining funds on the account?

Contact the GTL AdvancePay Service Department. We require a written request to be mailed or faxed by the owner of the account for a refund. Refunds are processed within 60 business days of receipt of a written request. **Refunds must be requested within 180 days of the last call received.**

What types of credit cards are accepted?

We accept Visa and MasterCard (including debit and check cards) to set up the prepay account. After the account is established, payments may be made with a GTL AdvancePay Service Department representative by money order, check, credit card, or Western Union and Money Gram Wire transfers.

After I have used my \$25.00 or \$50.00 prepay amount, can I cancel the prepay account and have collect calls charged through my local telephone company?

Once telephone numbers are set up as an AdvancePay account, customers are not able to switch to another form of billing.

What if the inmate hangs up before I finish making the credit payment to set up the prepay account?

If the inmate hangs up, the AdvancePay account set up process will not terminate until credit card authorization is complete. For further verification, the customer may contact the GTL AdvancePay Service Department.

Are the collect call rates more expensive when my telephone number is set up on a prepay account?

No, AdvancePay calls are charged the same call rates as traditional collect calls. However with AdvancePay customers are provided the ability to monitor and manage their own accounts through the automation that AdvancePay provides.