

NOTICE

Global Tel*Link's Massachusetts Department of Correction
Telephone and Advance Pay Billing Services
04/07/2006

With the advent of CLEC's (Competitive Local Exchange Companies) into the telephone market, many local telephone companies no longer allow billing of collect calls from other companies. Global Tel Link (GTL), the new state contract vendor for telephone services from the Massachusetts Department of Correction would like to inform friends and family who do not use one of the local telephone companies listed below that they will be required to establish a prepaid account through GTL's Advance Pay Services Department (1-866-230-7761).

Billable Massachusetts Telephone Companies:

***BRAHMACOM INC BA
GRANBY TEL & TEL CO
RICHMOND TEL CO
RICHMOND NETWORKX***

***CONVERSENT COMM - MA
XO MASSACHUSETTS
VERIZON NEW ENGLAND***

To introduce GTL's Advance Pay services, Global Tel*Link will discount all Advance Pay calls. Processing fees will be deducted from Advance Pay deposits/payments, however discounts applied to Advance Pay call usage offset payment processing fees. Questions or issues regarding billing practices (including discounts) should be directed to Global Tel*Link at (877) 650-4249.

Friends and family can contact GTL's Advance Pay Customer Service at 1-866-230-7761, Monday through Friday 7am to 11pm EST and Saturday 9am to 6pm EST to speak with a live customer service representative. To reduce the hold time required to speak with a live representative, friends and family should call GTL's Advance Pay Customer Service between the hours 7am to 9am EST and 9pm to 11pm EST.

The Massachusetts Department of Correction has not increased inmate calling rates with the inception of this new contract. All calls within Massachusetts continue to be billed at the rate of \$0.10 per minute, plus a per call surcharge of \$0.86 and all applicable taxes and fees. These inmate calling rates are among the lowest in the country for prison telephone calls. These Inmate calling rates are the same whether direct billed to the called party or billed via the Advance Pay Program.

