

**OFFICIAL NOTICE**   
Massachusetts Department of Correction Inmate Calling Services

Effective immediately, **Verizon** has discontinued the ability to place “collect calls” to a **Verizon phone customer**.

Therefore, the **Verizon** **phone customer** must contact GTL to establish a “Direct Bill Program” or create an “Advance Pay” account.

Customer Service Information

Direct Bill Program: (877) 295-1184  
Advance Pay Accounts: (800) 483-8314  
Website: [www.connectnetwork.com](http://www.connectnetwork.com)  
Hours of Operation: Monday-Friday, 7am to 11pm, Central  
 Saturday and Sunday, 8am to 7pm, Central