

frequently asked questions

How can I find out the balance of my prepaid 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. GTL will endeavor to process refunds within 30 days, but no sooner than 60 days after the date of the last payment to the account, and only after GTL has verified the viability of the payment method used.

Refunds must be requested within 90 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 a prepaid account.

After I have used my \$25.00 or \$50.00 prepaid amount, can I cancel the prepaid 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 card payment to set up the prepaid account?

If the inmate hangs up after the credit card verification process has begun, in most cases the process will not terminate. 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 prepaid 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.



AdvancePay Service Dept.
Department 1722
Denver, Colorado 80291-1722
1-866-230-7761



ADVANCEPAY®

GTL® INMATE FAMILY PREPAY

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
7am to 11pm, CST
Saturday and Sunday
8am to 7pm, CST

Mailing Address:
AdvancePay Service Dept.
Department 1722
Denver, Colorado 80291-1722

Website:
www.GTL.net

The easiest way to establish an AdvancePay account is through GTL's automated phone system with either \$25.00 or \$50.00 made via credit card. Or customers can go to www.gtl.net and click on the web payment link.

In addition to our automated phone system and website, accounts can be established and payments can be made through our AdvancePay customer service department, Western Union and by mailing checks or money orders.

The system is completely automated and can be accessed by calling 1-800-483-8314.

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 press numbers on the touch tone pad during the call (inmate phone or called phone)

6
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.

Family members and friends of inmates are given the option of setting up prepaid calling accounts using credit cards, checks, money orders or Western Union. 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 an un-billable number, the inmate is placed on hold and AdvancePay will provide the option to the called party to set up a prepaid account. After the prepaid 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 AdvancePay account.

Benefits:

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

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

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

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

Toll free: 1-866-230-7761 Hours of operation: Monday - Friday, 7am to 11pm, Saturday and Sunday, 8am to 7pm CST

Website: www.GTL.net