

Effective July 1, 2007, Inmate International Collect Calling will no longer be available **due to restrictions and service availability**. GTL announces the availability of Inmate International AdvancePay. This program allows friends and relatives of inmates to establish an AdvancePay account via Western Union from over 150 countries and territories.

How does it work?

Customers must locate their nearest Western Union Agent location and either complete a blue form with their personal information or provide the **required** information to the Western Union Agent. Payments cannot be made via the Western Union website. Customers must provide the following information:

Pay To Company Name:	GLOBAL TEL LINK INTL
Company Code:	VGTL AL
Amount to be Paid:	The amount the customer wishes to be applied to their phone account
Account Number:	Customer's full telephone number including country and city code

****For customers in Canada, Puerto Rico, USVI or located within the North American Dialing Plan use:
Pay To Company Name - GLOBAL TEL LINK INTL
Company Code - VAPAY
State - AL
Amount to be Paid - The amount the customer wishes to be applied to their phone account
Account Number - customer 10 digit phone number****

An inmate will only be able to use these funds to dial a specific number the customer has selected as their account number. It takes approximately 24 hours for a money transfer to be completed to an account, after which time the account holder can receive inmate calls.

How do customers find the nearest Western Union Agent Location?

Customers can visit www.payment-solutions.com and click on the "Quick Pay" option in the middle of the screen and follow instructions. Or, they can call their location information service and ask for the Western Union Agent location in their city.

****For customers in Canada, Puerto Rico, USVI or located within the North American Dialing Plan, visit www.westernunion.com and click on the "Find Agent Location" at the top of the screen and follow instructions or call 1-800-325-6000 and press 2.****

Are there fees involved for this transaction?

Yes. Western Union charges between \$10 and \$15 USD per transaction depending on the country of transaction origin.

What if the account holder sets up an account with the wrong phone number?

For help with accounts, the most effective way to reach GTL Customer Service is by contacting GTL via email at AdvancePayInternational@gtl.net. GTL can also provide, upon email request, this FAQ document, rate table, and a list of countries where customers can contact GTL Customer Service via telephone (along with dialing instructions).

Customer service by phone is available from select countries at 1-888-216-7423. Because dialing protocol may vary by country, customers need to check with their local operator or request dialing protocol information by sending an email to GTL customer service at AdvancePayInternational@gtl.net. Customer service is provided in English and Spanish only. Customer service is available from 7 AM to Midnight EST (Eastern Standard Time).

What are the rates for these types of calls?

Please see the rate table sheet (on back). All rates are in USD.

Can the inmates make calls to other parties with this setup?

No. Inmates can only call the phone number that has been setup by the party that has deposited the money to establish the prepaid account.

Can anyone set up an account?

Generally, yes. But the correctional facility still reserves the right to block/restrict specific numbers and there may be limitations on call lengths. Also, calls may be subject to monitoring and recording.

Can I get a refund on an unused balance?

Yes. Refund requests are processed by customer service. Refunds will be sent via Western Union Quick Cash to participating Western Union Agent locations and are subject to currency fluctuations. Any refunds not retrieved from the Western Union Agent within 30 days will be forfeited to GTL. Refunds requests are also subject to Western Union transaction fees. When an account balance is less than the Western Union transaction fee, a refund request will not be processed.

Can my account expire?

Yes. Any accounts that have not accepted calls within a 90- day period are subject to dissolution and forfeiture of any unused balance. No refund requests will be processed after the 90-day period.



GTL™ INTERNATIONAL CALL PRICING TABLE

Country	GTL Price/Min.	Country	GTL Price/Min.	Country	GTL Price/Min.
Afghanistan	\$1.50	Ghana	\$1.00	Norway (Including Svalbard)	\$0.75
Albania	\$1.00	Gibraltar	\$1.50	Oman	\$1.50
Algeria	\$1.50	Greece	\$1.00	Pakistan	\$1.50
American Samoa	\$1.00	Greenland	\$1.50	Palau, Republic of	\$2.00
Andorra	\$1.00	Grenada (Including Carriacou)	\$1.50	Panama, Republic of	\$0.75
Angola	\$1.50	Guadeloupe	\$1.50	Papua New Guinea	\$2.00
Anguilla	\$1.50	Guam	\$0.068	(Admiralty Islands, Bougainville, New Britain and New Ireland)	
Antarctica (Casey)	\$2.00	\$1.28 surcharge		Paraguay	\$1.00
Antarctica (Scott)	\$2.00	Guantanamo (U.S. Naval Base)	\$2.00	Peru	\$1.00
Antigua (Including Barbuda)	\$1.00	Guatemala	\$1.50	Philippines	\$1.00
Argentina	\$1.00	Guinea-Bissau	\$2.00	Poland, People's Republic of	\$1.00
Armenia	\$1.00	Guinea,	\$1.50	Portugal (Including Azores and Madeira Islands)	\$0.75
Aruba	\$1.00	People's Revolutionary Republic		Puerto Rico	\$0.068
Ascension Island	\$2.00	Guyana	\$1.50	\$1.28 surcharge	
Australia	\$1.00	Haiti	\$1.50	Qatar	\$1.50
Austria	\$1.00	Honduras	\$1.50	Reunion Island	\$2.00
Azerbaijan	\$1.50	Hong Kong	\$0.75	Romania, Socialist Republic of	\$1.50
Bahamas	\$1.50	Hungary	\$1.00	Russia	\$1.50
Bahrain	\$1.50	Iceland	\$1.00	Rwanda	\$1.50
Bangladesh, P.R.of	\$1.50	India	\$1.00	San Marino	\$1.00
Barbados	\$1.50	Indonesia	\$1.50	Sao Tome	\$3.00
Belarus	\$1.50	Iran	\$1.50	Saudi Arabia	\$1.50
Belgium	\$1.00	Iraq	\$1.50	Senegal Republic	\$2.00
Belize	\$1.50	Ireland	\$0.75	Seychelles Islands	\$2.00
Benin, P.R.of	\$1.50	Israel	\$1.00	Sierra Leone	\$2.00
Bermuda	\$1.50	Italy	\$0.75	Singapore, Republic of	\$0.75
Bhutan	\$1.50	Ivory Coast, Republic of	\$1.50	Slovakia	\$1.00
Bolivia	\$1.00	Jamaica	\$1.50	Slovenia, Republic of	\$1.00
Bosnia-Herzegovina,R.of	\$1.50	Japan (Including Okinawa)	\$0.75	Solomon Islands	\$3.00
Botswana	\$1.50	Jordan	\$1.00	Somali Republic	\$1.50
Brazil	\$0.75	Kazakhstan	\$1.50	South Africa, Republic of	\$1.00
British Virgin Islands	\$1.50	Kenya, Republic of	\$1.50	Spain (Including Balearic Islands, Canary Islands, Ceuta and Melilla)	\$0.75
(Including Anegada, Camanoe Island, Guana Island, Jost Van Dyke, Little Thatch, Marina Cay, Mosquito Island, North Sound, Peter Island, Tortola and Virgin Gorda)		Kiribati	\$2.00	Sri Lanka, Democratic Socialist Republic of	\$2.00
Brunei	\$1.50	Korea, North	\$2.00	St. Helena	\$3.00
Bulgaria	\$1.50	Korea, South	\$0.75	St. Kitts	\$1.50
Burkina Faso	\$1.50	Kuwait	\$1.50	St. Lucia	\$1.50
Burma (Myanmar)	\$1.00	Kyrgyzstan	\$1.50	St. Pierre & Miquelon	\$1.50
Burundi	\$1.00	Laos	\$1.50	St. Vincent and The Grenadines	\$1.50
Cambodia	\$1.50	Latvia	\$1.50	Sudan	\$1.50
Cameroon	\$1.50	Lebanon	\$1.50	Suriname, Republic of	\$1.50
Canada	\$0.068	Lesotho	\$1.50	Swaziland	\$1.50
\$1.28 surcharge		Liberia	\$1.50	Switzerland	\$0.75
Cape Verde Islands	\$1.50	Libyan Arab People's Socialist Jamahiriya	\$2.00	Syrian Arab Republic	\$1.50
Cayman Islands	\$1.50	Liechtenstein	\$1.00	Taiwan	\$0.75
Central African Republic	\$1.50	Lithuania	\$1.50	Tajikistan	\$1.50
Chad, R.of	\$1.50	Luxembourg	\$1.00	Tanzania	\$2.00
Chile	\$1.00	Macao	\$1.00	Thailand	\$1.00
China, P.R.of	\$1.00	Macedonia,	\$1.50	Togo, Republic of	\$2.00
Christmas & Cocos Islands	\$1.00	Former Yugoslav Republic of		Tokelau	\$2.00
Colombia	\$0.75	Madagascar,	\$2.00	Tonga Islands	\$2.00
Comoros, Federal and Islamic Republic of	\$1.50	Democratic Republic of		Trinidad & Tobago, Democratic Republic of	\$2.00
Congo, R.of	\$1.00	Malawi	\$1.50	Tunisia	\$2.00
Cook Islands	\$1.50	Malaysia	\$1.00	Turkey	\$1.00
Costa Rica	\$0.75	Maldives, Republic of	\$1.50	Turkmenistan	\$1.50
Croatia, R.of	\$1.00	Mal, Republic of	\$1.50	Turks & Caicos Islands	\$1.50
Cuba	\$2.00	Malta, Republic of	\$1.50	Tuvalu	\$2.00
Cyprus	\$1.00	Marshall Islands	\$1.50	Uganda	\$1.50
Czech Republic	\$1.50	Mauritania,	\$2.00	Ukraine	\$1.50
Denmark	\$0.75	Islamic Republic of		United Arab Emirates	\$1.50
Diego Garcia	\$2.00	Mauritius	\$2.00	(Abu Dhabi, Ajman, Dubai, Fujairah, Ras al Khaimah, Sharjah and Umm al Qaiwain)	
Djibouti, R.of	\$2.00	Mayotte Island	\$1.50	United Kingdom (Including the Channel Islands, England, Isle of Man, Northern Ireland, Scotland and Wales)	\$0.75
Dominica	\$1.50	Mexico Bands 1-3	\$0.75	USVI	\$0.068
Dominican Republic	\$1.00	Mexico Bands 4-8	\$0.75	\$1.28 surcharge	
East Timor	\$2.00	Moldova	\$1.50	Uruguay	\$1.00
Ecuador	\$1.50	Monaco	\$1.00	Uzbekistan	\$1.50
Egypt, Arab Republic of	\$1.50	Mongolian People's Republic	\$1.50	Vanuatu, Republic of	\$3.00
El Salvador	\$1.00	Montenegro	\$1.50	Vatican City	\$0.75
Equatorial Guinea, R.of	\$1.50	Montserrat	\$1.50	Venezuela	\$0.75
Eritrea	\$1.50	Morocco, Kingdom of	\$1.50	Vietnam, Socialist Republic of	\$1.50
Estonia	\$1.50	Mozambique	\$1.50	Wallis & Fortuna Islands	\$3.00
Ethiopia	\$1.50	Namibia	\$1.50	Western Samoa	\$2.00
Faeroe Islands	\$1.50	Nauru	\$3.00	Yemen, Republic of	\$1.50
Falkland Islands	\$2.00	Nepal	\$1.50	(Including Aden & Almahrah)	
Federated States of Micronesia	\$2.00	Netherlands	\$0.75	Yugoslavia, Federal Republic of	\$1.50
Fiji Islands	\$2.00	Netherlands Antilles (Bonaire, Curacao, Saba, St. Eustatius and St. Maarten)	\$1.00	Zaire, Republic of	\$1.50
Finland	\$0.75	Nevis	\$1.50	Zambia	\$1.50
France	\$0.75	New Caledonia	\$2.00	Zimbabwe	\$1.50
French Antilles	\$1.00	New Zealand	\$0.75	Global Satellite Service	\$13.00
(Martinique, St. Barthelemy and St. Martin)		(Including Chatham Island)		(Includes 8816,8817 and 88216)	
French Guiana	\$1.00	Nicaragua	\$1.00	Applicable taxes and fees may apply.	
French Polynesia	\$1.50	Niger, Republic of	\$1.50		
(Including the Islands of Moorea and Tahiti)		Nigeria, Federal Republic of	\$1.50		
Gabon Republic	\$1.50	Niue	\$3.00		
Gambia	\$1.50	Norfolk Island	\$2.00		
Georgia	\$1.50	Northern Marianna Islands	\$0.50		
Germany	\$0.75				

