

Frequently Asked Questions

Q: HOW CAN I FIND OUT THE BALANCE OF MY PREPAID ACCOUNT?

A: If you have an ConnectNetwork.com account, you can view your balances by logging into your account online, or you can use the GTL AdvancePay automated system by calling 1-866-607-6006.

Q: WHAT IF THE INMATE IS RELEASED? WILL I RECEIVE A REFUND FOR THE REMAINING FUNDS ON THE ACCOUNT?

A: Contact the GTL AdvancePay Service Department and press "0" to speak with a GTL representative to request a refund. GTL strives to process refunds within 30 days (and after verifying initial payment method), and typically within 60 days, at the latest. Accounts that are inactive for 90 days will receive a notification of inactivity through a written correspondence or an automated outbound message. The account holder will be able to request a refund for any unused balance of funds.

Q: WHAT TYPES OF CREDIT CARDS ARE ACCEPTED?

A: We accept Visa®, MasterCard® and Discover® (including debit and check cards) to set up a prepaid account.

Q: WHAT IF THE INMATE HANGS UP BEFORE I FINISH MAKING THE CREDIT CARD PAYMENT TO SET UP THE PREPAID ACCOUNT?

A: 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.

Q: CAN I MANAGE MY ACCOUNTS ONLINE?

A: Yes, AdvancePay customers can now manage their accounts online through www.connectnetwork.com. The website allows you to make payments, view call detail history, view balances and more!

Q: HOW LONG WILL IT TAKE FOR PAYMENTS TO APPEAR IN AN ACCOUNT?

A: Payments made through the ConnectNetwork website are credited to accounts quickly. Phone account payments may credit in as little as 5 minutes.

Q: WHAT IF I DON'T HAVE A CREDIT OR DEBIT CARD?

A: Deposits can be sent via USPS or through Western Union, or you can purchase a prepaid debit card at many local retailers that can be used with GTL's automated systems. Prepaid cards with a Visa, MasterCard or Discover card logo are normally compatible.

Q: WHAT DO I NEED TO USE CONNECTNETWORK.COM?

A: Using the ConnectNetwork website is easy. To sign up, all you need is a valid email address, and a computer with internet access. Visit www.connectnetwork.com to sign up for an account, follow the registration process, and click on the email that the system sends you. Be sure to select California Department of Corrections and Rehabilitation (CDCR) when choosing the facility during setup. Once you have completed this process, you will be able to log in to the site and manage your account.



AdvancePay®

GTL INMATE FAMILY PREPAY

The Fastest, Most Secure Way to
Prepay Inmate Call, Commissary
and Trust Accounts

ADVANCEPAY CUSTOMERS CAN NOW USE

www.connectnetwork.com





GTL INMATE FAMILY PREPAY

A Service for Family 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 account money is used, the system will prompt the user to add funds to their AdvancePay account.

Benefits: Security, Speed, Simplicity

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.

Questions?

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

CUSTOMER SERVICE
1-866-607-6006

FAX NUMBER
1-251-473-2802

HOURS OF OPERATION
Monday to Friday
7am to 11pm, Central
Saturday and Sunday
8am to 7pm, Central

MAILING ADDRESS
AdvancePay Service Dept.
PO Box 911722
Denver, CO 80291-1722

WEBSITE
www.connectnetwork.com

The easiest way to establish an AdvancePay account is through our account management website www.connectnetwork.com. You can create a telephone account, make payments and view balances on connectnetwork.com. Customers can also create an account through GTL's automated phone system with a minimum \$5.00 payment made via a credit card (transaction fees may apply).







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 1-866-607-6006.

ONLINE ACCOUNT MANAGEMENT AND PAYMENTS
www.connectnetwork.com

How to avoid disconnection!

IMPORTANT NOTES ABOUT CALLS FROM CORRECTIONAL FACILITIES

-  DON'T attempt a 3-way call
-  DON'T try to transfer the call
-  DON'T put the offender on hold
-  DON'T use or answer "call waiting"
-  DON'T press numbers on the touch tone pad during the call (on both offender phone and called party phones)
-  DON'T stop the conversation for any length of time because even short pauses may result in a disconnection

BLOCKED NUMBERS

Once a number has been blocked, only the person the number is listed to may unblock the number by calling:
1-866-607-6006

NOTICE

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



www.gtl.com

AdvancePay Service Dept.
PO Box 911722
Denver, CO 80291-1722
1-866-607-6006

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