



Inmate Telephone System – Calling Options

Providing connection options for those that need it most

GTL's Inmate Telephone System (ITS) is more than just a phone system, it's a lifeline that allows incarcerated individuals to remain engaged with their loved ones. And, with our **permanent free weekly communications program**, they can stay connected on a regular basis and strengthen the relationships on which they depend.

GTL offers several ways to pay for phone calls that require no additional work for correctional facility staff.

- **Prepaid Accounts** allow family members and friends to receive calls from their incarcerated individual using funds from the balance of the prepaid account, saving them the hassle of having to submit payment info at time of call. Secure deposits can be made online, at participating retail locations, or through mobile apps (Android or iOS), facility kiosks, the automated phone system, or postal mail.

GTL understands the power of connection and instituted an industry-first free weekly communications program to ensure regular communication between incarcerated individuals and their loved ones. As part of this program, GTL provides over 20 million call minutes each month to incarcerated individuals at no cost.



- **One-to-One:** Only the depositing account holder can be called by the incarcerated individual using these funds, no one else.
- **One-to-Many:** The incarcerated individual pays for their own calls and can call whoever they want with money deposited by family members or friends or by using funds from their trust/commissary accounts.

- **Collect** allows a called party to accept a call without having to set up a prepaid calling account.

GTL's ITS ensures that incarcerated individuals can connect with their loved ones no matter what with a range of calling options that complement the regular telephone system.

- **Teletypewriter (TTY)** and **Video Relay Service (VRS)** comply with the unique needs of deaf and hearing-impaired incarcerated individuals. GTL's VRS application connects the incarcerated with called parties via video. If the called number is not video-capable, a video interpreter signs with the inmate and speaks with the called party for them.

- **Auto PAN Enrollment** simplifies the calling process by allowing inmates to access and manage their list of approved Personal Allowed Numbers (PANs) through an automated attendant service.

Our ITS enables inmate engagement through ease of use, expanded ways to pay, and solutions that extend beyond traditional phone calls. GTL believes that every single person should have the opportunity to communicate with their loved ones regardless of their financial situation. With free calling and other communication options, incarcerated individuals will have the ability to connect with the people that matter most to them.*

* when conditions and security allow

GTL works to transform correctional facilities into rehabilitative environments by providing technology that meets facility needs, keeps communities safe, improves the wellness of incarcerated individuals, and fuels successful reentry for returning citizens. Leading the correctional technology field, GTL provides communication, rehabilitation, investigative, intelligence, finance, and reentry solutions.

