

GTL® INTERNATIONAL ADVANCEPAY®

International AdvancePay is a prepaid collect calling service for customers living outside of the United States who wish to speak with inmates of US-based correctional facilities. This program allows friends and relatives of inmates to establish an AdvancePay account by visiting www.connectnetwork.com or via Western Union from over 150 countries and territories to allow them to receive calls from inmates housed in facilities that permit international calling. Please contact our International Customer Service Department by sending an email to Advancepayinternational@gtl.net to verify your facility allows international calling before creating an International AdvancePay account.

How do I establish an account using www.connectnetwork.com?

One of the easiest ways to establish an AdvancePay account is by using www.connectnetwork.com and following the simple online instructions. Payments can be made 24 hours a day, 7 days a week using a MasterCard® or Visa® credit or debit card.

How do I establish an account using Western Union?

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

For callers in North America:

Pay To Company Name:	GLOBAL TEL LINK INTL
Company Code:	AdvancePay
State:	AL
Amount to be Paid:	The amount the customer wishes to be applied to their AdvancePay account
Account Number:	Customer's full 10 digit telephone number including 3 digit area code and 7 digit phone number***

For international callers who are not in North America:

Pay To Company Name:	GLOBAL TEL LINK INTL
Company Code:	AdvancePay
State:	AL
Amount to be Paid:	The amount the customer wishes to be applied to their phone account
Account Number:	Include 011, the country code, the city code and the full phone number

An inmate will only be able to use these funds to call the specific phone number the customer has used to establish their prepaid account. It takes approximately 24 hours for a money transfer to be applied to an account, after which 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. Customers can also call their local information service and ask for the Western Union Agent location in their city.

***For customers with an area code prefix to their phone number e.g., Canada, Puerto Rico, USVI, visit www.westernunion.com and click on "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?

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?

Customers needing assistance with accounts should contact GTL Customer Service via email at AdvancePayInternational@gtl.net. GTL can also provide our "Frequently Asked Questions" document, rate tables, and a list of countries where customers can contact GTL Customer Service via telephone (along with dialing instructions) per an e-mail request to AdvancePayInternational@gtl.net.

Customer Service by phone is also available from certain countries at 1-888-216-7423. Because dialing protocols may vary by country, customers need to check with their local phone company 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.

Can the inmates make calls to other parties using your account?

No. Inmates can only call the phone number that is associated with the account.

Can anyone set up an account?

Generally, yes. However, the correctional facility still reserves the right to block/restrict specific numbers and there may be limitations on call lengths. Also, all calls are 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 exchange. 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?

No.

