

# California Department of Corrections and Rehabilitation (CDCR)



## Global Tel\*Link (GTL) Customer User Guide

### Information for CA Department of Corrections and Rehabilitation (CDCR)



# Global Tel\*Link

## User Guide for Inmate/Ward Families and Friends

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## **Receiving Calls From a CDCR Institution**

**How do I prepare myself to receive calls from an incarcerated inmate within a CDCR institution?**

### **Local Phone Company Customers**

GTL has the ability to bill calls from an inmate at a CDCR institution if your local telephone service is from a traditional local telephone company such as AT&T, Verizon, etc. All you need to do is confirm with your local telephone company that you have the ability to receive inmate collect calls to your phone number. You can easily determine this by contacting your phone company's customer service center.

If you can receive collect calls, once the inmate places the call to your number, merely accept the call and the charges will appear on your local phone company bill.

However, if your local phone company is a cable provider (e.g. Comcast, Charter, etc.), a VoIP provider (e.g. Vonage, etc.), or a CLEC (e.g. Time Warner Telecom, etc.) please see the section below for CLEC customers.

NOTE: Should a customer go above \$200 a month in usage, then these customers are required to setup a GTL AdvancePay<sup>®</sup> account and will no longer be allowed to be billed via their Local Exchange Carrier bill.

### **CLEC Customers - Customers who receive telephone service from non-traditional local telephone companies**

#### **Reasons to establish a GTL AdvancePay<sup>®</sup> account:**

- GTL does not have billing agreements with these non-traditional companies and therefore cannot bill you through them for inmate calls.
- The easiest way to establish an AdvancePay<sup>®</sup> account is through our account management website [www.offenderconnect.com](http://www.offenderconnect.com). You can create a telephone account, make payments, and view balances on [www.offenderconnect.com](http://www.offenderconnect.com). Using the OffenderConnect website is easy. To sign up, all you need is a valid email address, and a computer with internet access. Visit [www.offenderconnect.com](http://www.offenderconnect.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.
- Customers can also create an account through GTL's automated phone system with a minimum \$5.00 payment made via a credit card (convenience fees may apply).
- In addition to our automated phone system and website, accounts can be established and payments can be made through our AdvancePay<sup>®</sup> 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.
- You may be required to fax or email in a copy of your phone bill or other forms of identification including a government issued photo ID, utility bill, etc.
- Once the account has been established you will be able to receive calls from a CDCR inmate.



## **Cell Phone AdvancePay<sup>®</sup> Accounts**

### **Requirements:**

- CDCR inmates will be allowed to place calls to the cell phone numbers of friends and family members.
- If CDCR friends and family wish to participate in this program and receive calls on their cell phones, they must establish an AdvancePay<sup>®</sup> account for their cell phone number by calling GTL customer service at **1-866-607-6006**.
- Customers may be required to fax the most current copy of their cell phone bill to GTL. Once the fax is received and the billing name and address are verified, a GTL account may be established.

### **Restrictions:**

- Calls will only be completed to the cell phone numbers of customers who have established an AdvancePay<sup>®</sup> account with GTL for that specific cell phone number.



## CDCR Domestic Collect Call Rates

### How much will a call from the CDCR institution cost?

The following rates will be applied to calls received from CDCR institutions. The cost of the call is based on each customer's call jurisdiction. (The distance from the CDCR correctional facility)

### Rate charges effective 6/1/13

<b>Rates - Adult Institutions</b>		
<b>Call Type</b>	<b>Per Minute</b>	<b>15-Minute Call*</b>
Local	\$0.096	\$1.44
Intralata	\$0.096	\$1.44
Interlata	\$0.135	\$2.03
Interstate	\$0.440	\$6.60
<b>Rates - Youth Institutions</b>		
<b>Call Type</b>	<b>Per Minute</b>	<b>15-Minute Call*</b>
Local	\$0.028	\$0.42
Intralata	\$0.028	\$0.42
Interlata	\$0.030	\$0.45
Interstate	\$0.132	\$1.98

\*Cost does not include applicable local taxes and Federal Universal Service Fees or \$4.75 Prepaid Account Set Up Fee. All international countries will be at \$0.75 per minute, no surcharge.



## **GTL Customer Service Information**

### **Billing and Payment Methods and Procedures**

#### **A. What forms of payment does GTL accept?**

- Visa, MasterCard, and Discover (including debit and check cards)
- Money Order
- Check
- Western Union

#### **B. Where do I send my GTL payment?**

1. For CDCR inmate call charges billed to you by your local telephone company – use the payment address provided by the local exchange carrier.
2. For CDCR inmate call charges billed directly by GTL – you have the following options for making a payment:
  - a. **GTL Customer Service website [www.offenderconnect.com](http://www.offenderconnect.com)**
  - b. **Credit card payment via GTL automated operator or a live Customer Service representative by calling 1-866-607-6006**
  - c. **Mail payments to the address listed on the GTL billing invoice – AdvancePay Service Dept., P.O. Box 911722, Denver, CO 80291-1722**
  - d. **Western Union (instructions for making payments can be found on [www.westernunion.com](http://www.westernunion.com))**



## How Do I Close My GTL Account?

### What if the inmate is released or I wish to close my account?

#### **Will I receive a refund for the remaining funds on the account?**

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 (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. If GTL receives no contact from the account holder after 180 days from the posting of the inactivity notification, the account will be closed and ineligible for a refund.

Contact the GTL Customer Service Department at **1-866-607-6006**.

**“No activity”** An AdvancePay® inmate prepaid account is considered inactive if no calls have been accepted by the telephone number associated with the account, and no payments have been made into the account, for more than 90 calendar days. In the event that customers contact us after 90 days, GTL generally enforces a liberal policy in reactivating an account or refund based on a customer request so long as the account in question can be located in the database and authenticated. GTL adheres to this policy in order to maintain efficient databases for our customers and the GTL service team. Accounts that are dormant or inactive are purged from the active database into an archive database.



## **International (CDCR) Inmate Call Procedures**

### **What if I reside outside of the United States and want to receive calls from an inmate of the CDCR?**

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 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](mailto:Advancepayinternational@gtl.net) to verify your facility allows international calling before creating an International AdvancePay® account.

Customers located outside of the US 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 – **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***

### **For callers in North America use**

Pay To Company Name - **GLOBAL TEL LINK INTL**

Company Code City – **AdvancePay**

State - **AL**

Amount to be Paid – ***The amount the customer wishes to be applied to their phone account***

Account Number – ***Customer's full 10 digit telephone number including 3 digit area code and 7 digit phone number***

A CDCR 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](http://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 with an area code prefix to their phone number e.g., Canada, Puerto Rico, US Virgin Islands, visit [www.westernunion.com](http://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?**  
Customers needing assistance with accounts should contact GTL Customer Service via email at [AdvancePayInternational@gtl.net](mailto: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 email request to [AdvancePayInternational@gtl.net](mailto: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](mailto: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 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 exchange. Any refunds not retrieved from the Western Union Agent within 30 days will be forfeited to GTL. Refund 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.
- \*GTL’s Western Union International AdvancePay program is 100% prepaid, so there is no monthly bill.***