



The Corrections Innovation Leader

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New GTL Friend and Family Member Website Officially Launches

Advances in customer experience on ConnectNetwork.com make site simpler to use for inmate friends and family members

FOR IMMEDIATE RELEASE

Reston, Virginia – June 17, 2016 – Global Tel*Link ([GTL](#)), the leading provider of correctional technology solutions and an innovator in payment services solutions for government, today announced the relaunch of its [ConnectNetwork](#) website which will provide friends and family of inmates a better, faster, easier online experience.

The improved site simplifies the user experience while maintaining GTL's robust capabilities to protect sensitive personal consumer information. Customer's account information is located on a single screen with details available just one click away. Users may also customize their ConnectNetwork accounts and tailor the display to show only the products and services they use regularly.

GTL has also streamlined transaction flows so deposits function intuitively and fast, more like an online shopping experience than a financial transaction. Convenient payment features have also been added, such as low balance text alerts when account balances get low and an auto-reload option to automatically replenish accounts using securely stored credit card information and with the option to deposit a pre-selected dollar amount when their balances get low.

"Our ConnectNetwork website has a new look and feel combined and enhanced features and functionality that align with the needs of our customers. By listening to friends and family members, GTL has refined the ConnectNetwork website with the suggestions of adding a suite of brand new features, all of which will improve the overall online experience," said Steve Montanaro, Vice President of Consumer Channels at GTL. "We are proud to support our customers with this website redesign as part of a greatly improved upon online experience. The interactive aspects of the new ConnectNetwork site reflects our commitment to an interactive process with our customers to improve their online experience."

GTL has added a dynamic social media component to ConnectNetwork, providing interactive Facebook and Twitter accounts to deliver helpful information for inmate friends and family members and respond to specific customer inquiries. There is also a ConnectNetwork blog section focused on providing interesting, educational, insightful content related to the corrections market overall. This new blog will also provide valuable and relevant information to friends and family conducting business with GTL.

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About Global Tel*Link

GTL is the leading provider of integrated correctional technology solutions, delivering financial value, security, and ease of operation to our customers through visionary products and solutions at the forefront of corrections innovation. As a trusted correctional industry leader, GTL provides service to approximately fifty percent of inmates nationwide, including service to 33 state departments of corrections, the District of Columbia, Puerto Rico, and 32 of the largest city/county facilities. GTL is

headquartered in Reston, Virginia, with more than 10 regional offices across the country. To find out more about GTL, please visit our website www.gtl.net. You can also view us on [Facebook](#), [Twitter](#) or [LinkedIn](#).

About ConnectNetwork

ConnectNetwork is the one-stop resource for friends and family members to connect with their incarcerated loved ones. ConnectNetwork was designed especially for friends and family members with the goal of making it easy and convenient to receive phone calls, send messages, deposit money for services, and schedule and conduct visits with the comfort their transactions are safe, reliable and secure. To find out more about ConnectNetwork, please visit our website www.connectnetwork.com. You can also view us on [Facebook](#) or [Twitter](#).