

INMATE CALLING

CALLING OPTIONS



GTL's Inmate Telephone System (ITS) has the functionality to enable inmate engagement through ease of use, expanded ways to pay, and solutions that extend beyond traditional telephone calls.

GTL offers a variety of ways for inmates and friends and family members to pay for telephone calls. GTL's ConnectNetwork® is the one-stop resource for friends and family members to connect with their incarcerated loved ones.

- **AdvancePay®** is a prepaid collect calling service that allows the account holder to receive calls from an inmate using funds deposited in the account. Secure deposits can be made via the ConnectNetwork website, mobile applications, phone, facility kiosks, postal mail, and at retail locations.
- **AdvancePay OneCall** is a pay-per-call option that allows called parties to accept a call without having to set up an AdvancePay prepaid calling account—they can pay for a single call using a major credit card or debit card.
- **Collect2Phone™** is another pay-per-call option that offers a called party the ability to accept a call on a cell phone without setting up a prepaid calling account. The called party only pays for the calls they choose to accept, and these charges will appear on their cell phone bill. This is available through a strategic partnership with 3Cinteractive.
- **PIN Debit** prepaid phone accounts allow inmates to pay for their own phone calls using money from their trust accounts or purchases through their commissary accounts.

GTL's ITS offers additional calling options to complement the regular telephone system.

- **Request2Call™** allows an inmate's friends and family members to use the ConnectNetwork website or mobile applications to see when an inmate is logged into GTL's Inspire® tablet and alert their inmate that they are available to accept a call. This reduces scheduling issues and increases connections between inmates and their loved ones.
- Hearing-Impaired Services, such as **teletypewriter (TTY)** and **Video Relay Service (VRS)**, meet the unique needs of deaf and hard-of-hearing inmates. GTL's VRS application connects inmates 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.
- Simplifying the calling process, **Auto PAN Enrollment** allows inmates to access and manage their list of approved Personal Allowed Numbers (PANs) through an automated attendant service.

Investigators can watch for suspicious calling activity through a variety of features.

- The **Call Forwarding** tool allows for real-time detection when an inmate dials a called party number and the call is forwarded to a different number.
- **Alerts** track when a specific phone number is called or an inmate ID is used in the ITS, notifying investigators through phone calls, text messages, and emails.

GTL's ITS offers powerful investigative and administrative capabilities for facilities and a variety of calling options for inmates, creating a standard of efficiency and control that is unmatched.

