

California Department of Corrections and Rehabilitation (CDCR)

User Guide for Inmate/Ward Families and Friends

Telephone Communication with Adult and Youth Offenders



Receiving Calls from a CDCR Institution

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

Available links are listed below that will provide basic information about inmate services, receiving calls from inmate/wards and call rates.

CDCR Web Site

http://www.cdcr.ca.gov/Visitors/Receiving_Calls_From_Inmates_and_Wards.html

GTL CDCR Web Site

<https://www.gtl.net/cdcr-inmate-telephone-information/>

Local Exchange Carrier Customers (LEC)

If your local telephone provider allows collect calls, with your approval, an incarcerated offender can call you collect. GTL will bill you via your local telephone provider if you accept a collect call from an incarcerated offender. Please verify through your local telephone carrier if you wish to receive collect calls.

NOTE: Should charges for calls identified above go above \$100 a month in usage, you will be required to setup a GTL AdvancePay® account either by calling 1-866-607-6006 or by creating an account on GTL's [ConnectNetwork®](#) Instructions on setting up an AdvancePay® account are provided below.

CLEC and Cellular Phone Customers - Receiving calls from a Cellular phone, Voice over IP or any non-traditional phone line.

If your phone service provider 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.), GTL will not have the ability to generate a bill to these non-traditional phone carriers. In order to receive calls from incarcerated offenders housed at CDCR facilities, you will need to set up a GTL AdvancePay® account before you will be able to receive calls.

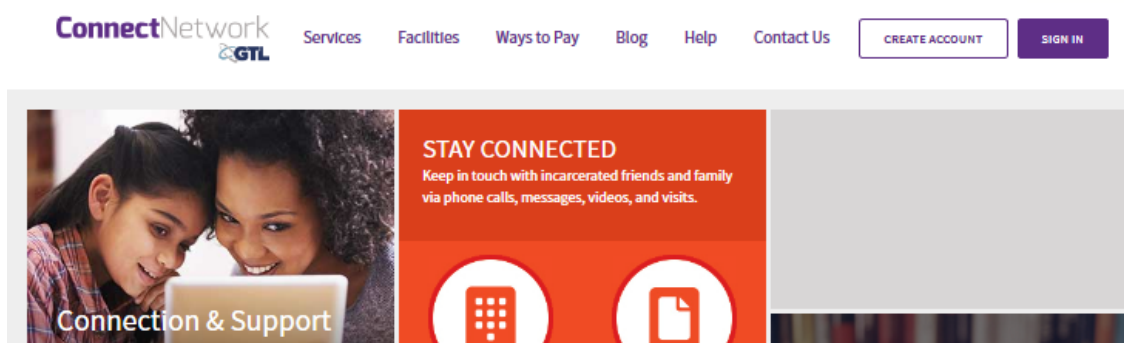
Instructions on setting up an AdvancePay® account:

Setting up AdvancePay® Accounts with GTL

If you have access to the internet, the easiest way to establish an AdvancePay® account is through GTL's ConnectNetwork® account management website located at www.connectnetwork.com. At ConnectNetwork® you can create and manage your AdvancePay® account, make payments, and view balances, as well as perform other activities relating to your account.

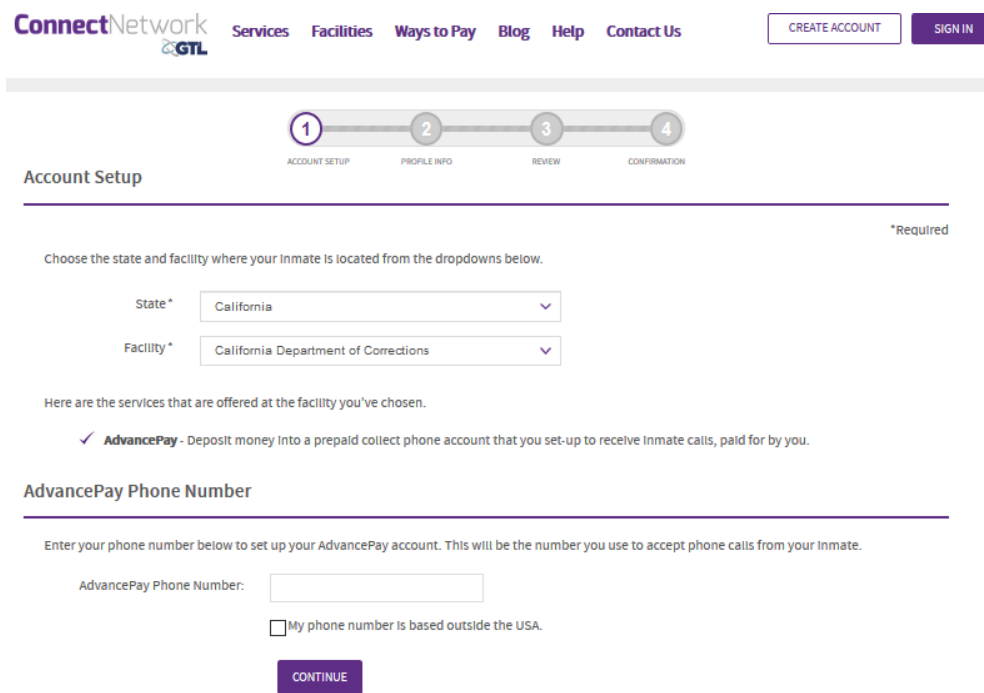
How to setup a NetworkConnect account online:

1. Go to www.connectnetwork.com.
2. Select 'Create Account' in the upper right corner of the web site, as seen below.

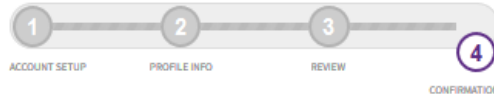


- The next screen will require you to choose the State and Facility, as well as enter the phone number that will apply to your account. Your phone number will be your account number going forward once the account is set up.

IMPORTANT INFORMATION: Be sure you select “**California Department of Corrections**” as your facility. If you chose any other facility, the account set up fee of \$3.00, and \$0 deposit fee may not correctly apply to your account.



- Click continue, you will be required to create a User ID and Password as well as complete profile information such as first and last name, address information, and confirm your email address. You will be prompted to select a security question (e.g. what is your pet’s name?) that will be used to identify you within the system for things like password resets, etc... Note that it is very important for you to remember your password and security question answer.
- Once completed, you will be prompted to review your facility information (confirm California Department of Corrections was selected) and your account information provided is accurate. You will also be required to agree to the Terms and Conditions of the site and its use.
- To finalize your account set-up, an email in both English and Spanish from GTL will be sent to the email you provided. Open the email and click the link provided to verify your account. If you do not receive the email, check your junk folder. Below is an example:



Confirmation

Thank you for signing up for a ConnectNetwork account. An email has been sent to the email address listed below. **To complete your account setup, please open your email and click the link provided.**

Note: If you did not receive an email, check your Junk Mail folder. To ensure you receive all emails, please add donotreply@gtinotice.com to your list of Approved Senders.

Thank you (name) for signing up with <https://www.connectnetwork.com>. In order to activate and use your account **you must first click on the below link.**

[Activate my https://www.connectnetwork.com account now](https://www.connectnetwork.com)

You will be able to make deposits into phone or other eligible accounts through <https://www.connectnetwork.com> once this step is completed.

If you are unable to click the above link, please copy and paste the following into your browser's address bar:

<https://www.connectnetwork.com/webapp/AccountActivation?accountNumber=XXXXXXXXXX>

Please add <https://www.connectnetwork.com> to your safe senders list so that we may communicate with you about your account.

If you have received this email in error, please [Click Here](#).

- Once completed, you will be able to log in to the ConnectNetwork site and manage your account. How to set-up a NetworkConnect account via phone:

If you do not have access to the internet, you may set up your account over the phone, you can either use our automated phone system by calling 1-866-607-6006. You will be prompted by voice instructions to set-up your account. If you wish to speak to a live person, you may do so at any time by pressing zero. You will be required to know the facility name the incarcerated individual is housed at that you wish to receive calls from.

In addition to our automated phone system and website, accounts can be established and payments can be made through our AdvancePay® customer service department, Western Union, and by mailing checks or money orders. See payment information for Western Union and payments by checks or money orders at the end of this document.

Whether you set up your AdvancePay® account via ConnectNetwork®, our automated system, or by talking to a live operator, you will need to make a deposit in order to start receiving calls. All of the above options will require you're an initial deposit, which will incur the \$3.00 prepaid account one-time transaction fee. Deposits above the \$3.00 fee will be available in your account to be used to pay for calls you accept from individuals housed at a CDCR institution.

Notes to take into consideration:

1. When setting up your account be sure to select California Department of Corrections as your facility...
2. If you use a credit card to make an AdvancePay deposit, you will be charged a one-time transaction fee of \$3.00. For future deposits to this account, you will not be charged a transaction fee. You may mail a money order to the following address if you do not wish to use a credit card. There is no fee for mailing a money order –

AdvancePay Service Department
P.O. Box 911722
Denver, CO 80291-1722

3. If your telephone number is receiving calls from individuals housed within CDCR facilities and other individuals housed by other correctional institutions outside of CDCR, please call our customer service number at 1-866-607-6006 and speak to a GTL customer service representative about allocating multiple facilities to an account and potential associated fees...

CDCR Adult and Youth Collect Call Rates and Fee Information

The following rates and fees will apply to calls received from individuals housed at CDCR institutions. The call type is based on each customer’s call jurisdiction; the distance from the CDCR institution the call is being made from and the applicable telephone number being called. Rates and fees are effective from December 12, 2017; for the most current rates please click the following link: http://www.cdcr.ca.gov/Visitors/Receiving_Calls_From_Inmates_and_Wards.html

Rates - Adult Institutions		
Call Type	Per Minute	15-Minute Call*
Local – Collect and Prepaid	\$0.096	\$1.44
Intralata – Collect and Prepaid	\$0.096	\$1.44
Interlata – Collect and Prepaid	\$0.135	\$2.03
Interstate - Collect	\$0.250	\$3.75
Interstate - Prepaid	\$0.210	\$3.15
Rates - Youth Institutions		
Call Type	Per Minute	15-Minute Call*
Local – Collect and Prepaid	\$0.028	\$0.42
Intralata – Collect and Prepaid	\$0.028	\$0.42
Interlata – Collect and Prepaid	\$0.030	\$0.45
Interstate – Collect and Prepaid	\$0.132	\$1.98
*Cost does not include applicable local taxes and Federal Universal Fund charges		
Calls to international countries will be charged at \$0.75 per minute, no surcharge.		

GTL currently charges a \$3.00 prepaid account one-time transaction fee that is charged when you set-up your AdvancePay® account. There are no additional fees when making further deposits to your account...

Note that GTL also offers you the option of accepting a call from an incarcerated offender when you are unable to accept collect calls and you have not, or do not, wish to set up a GTL AdvancePay® account. You may do this by setting up a onetime Advance Pay One Call.

Advance Pay One Call allows you to accept a call by paying for only that call via a valid credit card at the time the call is received... There is a service fee of \$0.99 for each Advance Pay One Call you take in addition to the “per minute rates” listed above.

GTL Customer Service Information, Billing, Payment Methods and Procedures FAQs

Q: What forms of payment does GTL accept?

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

Q: Where do I send my GTL payment?

- 1.** For CDCR incarcerated offender call charges billed to you through your local telephone company– use the payment address provided by the local telephone carrier.
- 2.** For CDCR incarcerated offender call charges billed directly by GTL – you have the following options for making a payment:
 - a.** GTL Customer Service website www.connectnetwork.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 Also see the Frequently Asked Questions below for additional information for deposits from within and outside the United State

Closing My GTL AdvancePay® Account?

If you are no longer receiving calls from individuals housed at a CDCR institution or other GTL serviced institution outside of CDCR, or would like to close your AdvancePay®, 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...

Note, if an AdvancePay® account is inactive the account holder will receive a notification of inactivity through a written correspondence or an automated outbound email message that the account is inactive and pending closure. An AdvancePay® 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.

The account holder will be able to request a refund for any unused balance of funds. If GTL receives no response from the

account holder after 180 days from the posting of the inactivity notification, the account will be closed and ineligible for a refund. However, GTL generally enforces a liberal policy in reactivating an account or refund based on a customer's request so long as the account in question can be located in the GTL database and authenticated. GTL adheres to this policy to maintain efficient databases for our customers and the GTL service team.

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

“No activity” - An AdvancePay® 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. If 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 and account holder can be authenticated. You may contact us to reactivate your account or request a refund on your account at any time.

International (CDCR) Inmate Call Procedures
And
Frequently Asked Question (FAQs)

Q: What if I reside outside of the United States and want to receive calls from an incarcerated offender of the CDCR?

International AdvancePay® is a prepaid collect calling service for customers living outside of the United States who wish to speak with offenders of US-based correctional facilities. This program allows friends and relatives of incarcerated offenders to establish an AdvancePay® account via Western Union from over 150 countries and territories. Once an AdvancePay account is set-up outside the US, calls can be received from an incarcerated offender.

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.

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 to Western Union:

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***

It takes approximately 24 hours after receipt of a money transfer to be applied to an account, after which the account holder can receive offender calls.

Q: How to find the nearest Western Union Agent Location?

Click the following link: www.payment-solutions.com select the “Quick Pay” option in the middle of the screen and follow the instructions. You may also contact Western Union Agent by phone at 1-800-325-6000.

***For customers with an area code prefix to their phone number e.g., Canada, Puerto Rico, US Virgin Islands, visit www.westernunion.com and click on the “Find Location” at the top of the screen and follow instructions or call 1-800-325-6000 and press 2.

Q: Are there Western Union fees?

Yes. Western Union charges between \$10 and \$15 USD per transaction depending on the country of transaction origin. However, please verify with the Western Union at the time of money transfer, as fees may change. GTL does not control fees for money transfers processed by Western Union.

Q: What if the account holder sets up an account with the wrong phone number?

International 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) by sending an email request to AdvancePayInternational@gtl.net.

International 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.

Q: Can an incarcerated offender make calls to other parties using your account?

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

