

# frequently asked questions

## How can I find out the balance of my prepaid account?

If you have an OffenderConnect.com account, you can view your balances by logging into your account online, or you can use the GTL® AdvancePay® automated system by calling 1-800-483-8314.

## Will I receive a monthly statement?

Monthly statements are not mailed. Call records will be provided by request. As with all collect call types, we suggest customers keep a log of calls accepted for personal verification.

## What if the inmate is released? Will I receive a refund for the remaining funds on the account?

Contact the GTL® AdvancePay® Service Department. We require a written request to be mailed or faxed by the owner of the account for a refund. GTL® strives to process refunds within 30 days (and after verifying initial payment method), and typically within 60 days, at the latest. **Accounts that are inactive for more than 90 days are subject to closure, and any funds remaining in the account will be forfeited and therefore not eligible for refund\*.** An account is considered inactive if no calls have been accepted by the telephone number and no payments have been made to the account for more than 90 consecutive days. **A processing fee may be deducted from the remaining account balance when the account is closed and a refund is issued\*.**

## What types of credit cards are accepted?

We accept Visa and MasterCard (including debit and check cards) to set up a prepaid account.

## After I have used my \$25.00 or \$50.00 prepaid amount, can I cancel the prepaid account and have collect calls charged through my local telephone company?

Once telephone numbers are set up as an AdvancePay® account, customers are not able to switch to another form of billing.

## What if the inmate hangs up before I finish making the credit card payment to set up the prepaid account?

If the inmate hangs up after the credit card verification process has begun, in most cases the process will not terminate. For further verification, the customer may contact the GTL® AdvancePay® Service Department.

## Are the collect call rates more expensive when my telephone number is set up on a prepaid account?

No, AdvancePay® calls are charged the same call rates as traditional collect calls. However with AdvancePay® customers are provided the ability to monitor and manage their own accounts through the automation that AdvancePay® provides.

\*May vary from state to state.

# manage your account online

## Can I manage my accounts online?

Yes, AdvancePay® customers can now manage their accounts online through [www.offenderconnect.com](http://www.offenderconnect.com). The website allows you to make payments, view balances, manage phone numbers on your account and more!

## Can I make a deposit to a commissary or trust account online?

If your facility allows payments to commissary or trust accounts through the OffenderConnect service, that option will be available to you online.

## How long will it take for payments to appear in an account?

Payments made through the OffenderConnect website are credited to accounts quickly. Phone account payments may credit in as little as 5 minutes. Commissary/trust payments credit quickly, but are subject to facility payment rules and may take 1 to 2 business days to credit depending on your facility.

## Can I use a credit or debit card to make a payment?

Yes, you can use your MasterCard® or Visa® branded credit or debit card to make a payment online.

## What if I don't have a credit or debit card?

If you don't have a credit or debit card, you can still mail in a payment, or you may want to consider a prepaid debit card. Prepaid debit cards allow you to only spend the money you put on the card, and require no credit check. For a prepaid debit card without monthly service fees and with no fee to request a card, visit [www.connectnetwork.com](http://www.connectnetwork.com) to sign up to receive a card. The debit card available on [connectnetwork.com](http://connectnetwork.com) can be used anywhere debit Mastercard is accepted, including OffenderConnect.com and the automated telephone payment systems.

## What do I need to use 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. Once you have completed this process, you will be able to log in to the site and manage your account.

[www.offenderconnect.com](http://www.offenderconnect.com)



AdvancePay® Service Dept.  
PO Box 911722  
Denver, CO 80291-1722  
1-800-483-8314

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# ADVANCE PAY®

GTL® INMATE FAMILY PREPAY

AdvancePay® customers can now use



[www.offenderconnect.com](http://www.offenderconnect.com)



### GTL® INMATE FAMILY PREPAY

A Service for Family and Friends

### Questions?

The AdvancePay® Service Department is ready to answer all billing related questions:

Helpful tips to avoid calls from inmates from being disconnected:

Family members and friends of inmates are given the option of setting up prepaid calling accounts using credit cards, checks, money orders or Western Union. Calls that may otherwise be blocked are now completed through GTL's AdvancePay® program.

#### How Does It Work?

AdvancePay® allows inmates to call your telephone number without the restrictions of standard billing. When an inmate attempts to dial an un-billable number, the inmate is placed on hold and AdvancePay® will provide the option to the called party to set up a prepaid account. After the prepaid account is established, collect calls to the telephone number may be placed, up to the prepaid amount in the account. After the account money is used, the system will prompt the user to add funds to their AdvancePay® account.

#### Benefits:

Customers can rest assured that collect call charges will not reach an excessive amount.

When funds on a prepaid account are low, an automated system will contact customers with the option to add more money to their AdvancePay® account.

All transactions occur in real-time. When an inmate places a call to a number set up as prepaid, funds are deducted from the AdvancePay® account as soon as the call is complete.

Customer Service:  
1-866-230-7761

Fax Number:  
251-473-2802

Hours of Operation:  
Monday - Friday  
7am to 11pm, CST  
Saturday and Sunday  
8am to 7pm, CST

Mailing Address:  
AdvancePay Service Dept.  
PO Box 911722  
Denver, Colorado 80291-1722

Website:  
[www.offenderconnect.com](http://www.offenderconnect.com)

The easiest way to establish an AdvancePay® 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 [offenderconnect.com](http://offenderconnect.com). Customers can also create an account through GTL's automated phone system with either a \$25 or \$50 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® customer service department, Western Union and by mailing checks or money orders.

The system is completely automated and can be accessed by calling 1-800-483-8314.

1

DON'T attempt a 3-way call

2

DON'T try to transfer the call

3

DON'T put the inmate on hold

4

DON'T use or answer "call waiting"

5

DON'T press numbers on the touch tone pad during the call (inmate phone or called phone)

6

DON'T stop the conversation for any length of time, even short pauses may result in disconnection

Once a number has been blocked, only the person the number is listed to may unblock the number by calling:

**1-866-230-7761**



Notice: All AdvancePay® payments are subject to applicable taxes and fees. Specifications are subject to change without notice. This publication may be copied and distributed to inmates, family members, and friends.