

Frequently Asked Questions

Q: HOW CAN I SET UP AND MAKE A DEPOSIT TO AN ADVANCEPAY ACCOUNT?

A: There are several options to choose from: (1) Visit us online at www.connectnetwork.com, (2) Install the ConnectNetwork mobile app on your mobile device, (3) Call 800 483 8314 to use the automated system, (4) Use a GTL installed kiosk (where available), (5) Cash deposits at your local Western Union, (6) Mail a check or money order made payable to GTL AdvancePay and send to:

AdvancePay Service Dept.
PO Box 911722
Denver, CO 80291 1722

Q: CAN I USE A CREDIT OR DEBIT CARD TO MAKE A DEPOSIT?

A: Yes, GTL accepts Visa®, MasterCard® and Discover® credit and debit cards.

Q: HOW LONG WILL IT TAKE FOR DEPOSITS TO APPEAR IN AN ACCOUNT?

A: Almost immediately when the deposit is made online or through our automated telephone system.

Q: HOW CAN I FIND OUT THE BALANCE OF MY PREPAID ACCOUNT?

A: By calling our automated system at 800 483 8314, registering online through ConnectNetwork at www.connectnetwork.com or installing the ConnectNetwork app on your mobile device.

Q: ARE ADVANCEPAY CALL RATES MORE EXPENSIVE?

A: Generally AdvancePay rates are equal to — or less than — conventional collect calls, but all rates are ultimately governed by the facility contract.

Q: WILL I RECEIVE A MONTHLY STATEMENT?

A: No. Most account holders prefer not to. If needed, call and deposit histories are available from our customer service representatives who can be reached at 800 483 8314. Fees may apply for paper statements.

Q: WILL I RECEIVE A REFUND FOR THE UNUSED FUNDS WHEN AN INMATE IS RELEASED?

A: Refunds to verified account holders can be arranged through our customer service representatives. Call 800 483 8314 for more information.

Q: AFTER ESTABLISHING AN ADVANCEPAY ACCOUNT, CAN I SWITCH BACK TO OTHER FORMS OF BILLING?

A: No. Once a telephone number is set up as an AdvancePay account, no other forms of billing are available. However, you will always have the option of choosing AdvancePay OneCall to accept and pay for just a single call without creating an AdvancePay account.

Q: CAN I MANAGE MY ACCOUNTS ONLINE?

A: Yes. You can register online through ConnectNetwork at www.connectnetwork.com or you can download the ConnectNetwork app on your mobile device.

Q: HOW CAN I BE NOTIFIED WHEN MY ADVANCEPAY ACCOUNT BALANCE IS LOW?

A: GTL's AdvancePay Low Balance Alert is a standard rate subscription alert program designed to inform you when your available funds are low and are in need of replenishment. One SMS text message will be sent each time your account meets a low balance condition. Visit www.connectnetwork.com for instructions on how to sign up.

You may also choose the auto reload feature when making a deposit through the automated system at 800 483 8314. When prompted, opt in to store your credit card number then an automatic deposit will be made into your account when the low balance condition you specify is met.

Q: WHAT IF MY NUMBER IS BLOCKED FROM RECEIVING INMATE PHONE CALLS?

A: For questions about blocked numbers or billing problems, please call GTL Customer Service at 800 483 8314.

Q: WHAT IS ADVANCEPAY ONECALL?

A: With AdvancePay OneCall (APOC) you can choose to accept and pay for a single call, without the need to set up or fund an AdvancePay prepaid account. Standard AdvancePay prepaid phone rates will apply. A transaction fee will apply to all APOC calls. Customers without an AdvancePay prepaid phone account, or with insufficient funds in their account, will be offered APOC as an option when receiving inmate calls.



AdvancePay®

GTL INMATE FAMILY PREPAY

The Fastest, Most Secure Way to
Prepay Inmate Calling Accounts

ADVANCEPAY CUSTOMERS CAN NOW USE

www.connectnetwork.com





GTL INMATE FAMILY PREPAY

A Service for Family and Friends

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

How Does It Work?

AdvancePay is a prepaid collect calling service that allows calls from an inmate in a correctional facility to your telephone number without the restrictions of standard billing. When an inmate attempts to dial an unbillable number, AdvancePay will provide the option to the called party to set up a prepaid account. After a prepaid account is established, collect calls to the telephone number may be placed up to the prepaid amount in the account. After funds are depleted, the system will prompt the account holder to add funds.

For more complete account management, you can make deposits and view your balance at connectnetwork.com.

Benefits: Security, Speed, Simplicity

AdvancePay account holders can rest assured that they alone manage their accounts, ensuring that their important calls will be received. Our automated systems contact account holders when additional funds need to be added. To facilitate future deposit transactions, credit and debit card numbers can be securely stored. An option to automatically fund an account with a stored credit or debit card when funds are nearly exhausted is also available.

Questions?

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

CUSTOMER SERVICE
800-483-8314

FAX NUMBER
251-473-2802

HOURS OF OPERATION
Monday to Friday
7am to 11pm, Central
Saturday and Sunday
8am to 7pm, Central

MAILING ADDRESS
AdvancePay Service Dept.
PO Box 911722
Denver, CO 80291-1722

WEBSITE
www.connectnetwork.com

EMAIL
support@connectnetwork.com

The easiest way to establish and manage an AdvancePay account is online at www.connectnetwork.com. You can create a telephone account, make deposits and view balances through the ConnectNetwork website.

Customers can also use GTL's automated telephone system to create an account and make deposits with a credit card. The system is completely automated and can be accessed by calling 800-483-8314.







Additionally, accounts can be created and deposits can be made through the ConnectNetwork app for your mobile device, by visiting a Western Union location and by mailing checks or money orders made payable to GTL AdvancePay to the address above.

Transaction fees may apply to deposits.

ONLINE ACCOUNT MANAGEMENT AND PAYMENTS
www.connectnetwork.com

How to avoid disconnection!

IMPORTANT NOTES ABOUT CALLS FROM CORRECTIONAL FACILITIES

-  DON T attempt a 3 way call
-  DON T try to transfer the call
-  DON T put the inmate on hold
-  DON T use or answer "call waiting"
-  DON T press numbers on the touch tone pad during the call (on both inmate phone and called party phone)
-  DON T stop the conversation for any length of time because even short pauses may result in a disconnection

BLOCKED NUMBERS

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

800-483-8314

NOTICE

AdvancePay payment may be subject to fees. Specifications are subject to change without notice. This publication may be copied and distributed to inmates, family members and friends.



www.gtl.com

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800-483-8314

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