

## 2013 North Carolina Inmate Phone Rates

**\*\*New capability effective September 1, 2013, family and friends can add funds to an inmate's debit account online using OFFENDERCONNECT \*\***

The North Carolina Department of Public Safety, Division of Adult Correction has a contract with [Global Tel\\*Link \(GTL\)](#) to provide phone service for inmates to communicate with families and friends.

Rates	
<b>AdvancePay Rates</b>	Local calls will be a flat rate of \$1.25 All long distance calls will be a flat rate of \$3.40
<b>Collect Call Rates</b>	Local calls will be a flat rate of \$1.25 All long distance calls will be a flat rate of \$3.40
<b>Debit Call Rates</b>	Local calls will be a flat rate of \$1.13 All long distance calls will be a flat rate of \$3.06
<b>AdvancePay International Rates</b>	<a href="#">GTL International Flyer and Rates</a>
<b>International Debit Calls</b>	10% discount on AdvancePay® International

- Applicable state and federal taxes apply to all calls
- All inmate calls are timed for 15 minutes
- Calls to cell phones disconnected prematurely will not be reimbursed
- Inmates must have enough funds in their debit account for the call cost.

### **Options for Setting Up or Funding an Existing Account:**

GTL AdvancePay Automated System: 1-800-483-8314

GTL Customer Service Center: 1-866-230-7761

GTL AdvancePay International: 1-888-216-7423 or email: [AdvancePayInternational@gtl.net](mailto:AdvancePayInternational@gtl.net)

[Web Deposits](http://www.offenderconnect.com): <http://www.offenderconnect.com>

### **Fees and Payment Options:**

<b>AdvancePay</b>	
Check or Money Order Payment	No charge and no limit on deposit amount
Credit Card Payment	\$4.75 processing fee
Internet Web Payment (via OffenderConnect.com)	\$4.75 processing fee
Western Union	\$10.95 (Western Union determines fees)
Close an Account	Closing an AdvancePay account normally includes a processing fee that may be deducted from the remaining account balance when a refund is issued. NC DAC AdvancePay customers receiving calls only from inmates housed in any NC DAC facilities are exempt from this processing fee when closing the account. NC DAC AdvancePay customers receiving calls from any facility outside of NC DAC will be charged the standard processing fee when closing the account.
<b>OFFENDER CONNECT</b>	
Credit Card Payment	\$4.75 processing fee

- Deposits of **\$25 - \$100**
- GTL accepts Visa, MasterCard, Debit and Check Cards with Visa or Mastercard emblem

**Checks and money orders** can be mailed to the following address, once account is setup:

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

Monthly statements are not mailed by GTL, but can be requested by contacting the Customer Service Department