

Georgia Department of Corrections

Offender Telephone System

Global Tel*Link Customer User Guide

Revised 4/7/2016

Offender Telephone System Provider – Global Tel*Link

The Georgia Department of Corrections' (GDC) current contractor for offender telephone system services is Global Tel*Link (GTL). All offender collect calls from GDC facilities will be initiated and completed by the GTL system. This document is to serve as a guideline and overview of the services offered by GTL for friends and families of offenders housed in GDC's facilities.

Receiving Calls from a GDC facility

Offender telephone calls will only be completed if the telephone or cellular telephone number called is on the offender's call allow list.

Call Allow Lists: Each offender will have an established phone list of up to a maximum of twenty (20) persons. The offender may have persons on the phone list that are not on his/her visitation list. The offender is responsible for providing accurate call list information. The offender is responsible for updating his/her call allow list every six months (if desired) according to procedure. Any offender who gives deceiving or deliberately inaccurate information in an effort to deviate from or circumvent established procedures shall be subject to disciplinary action through the offender disciplinary process.

Determining your type of billing with GTL: GTL will bill through a traditional local telephone company (also known as a Local Exchange Carrier or LEC) up to a monthly limit of \$100.00. Payments for these billings are made with your normal telephone bill. All other calls are payable through a GTL Direct Remit account or pre-paid AdvancePay account.

Local Phone Company Customers

GTL has the ability to bill calls from an offender at a GDC facility through your local telephone company if it is a traditional local telephone company or LEC such as AT&T, Verizon or Qwest.

How do I know whether I am billed by my local telephone company or direct billed by GTL?

- A customer can be billed through their local telephone company if the company has established a billing arrangement with GTL. Once the offender places the call to your number, merely accept the call and the charges will appear on your local phone company bill. **However, if you exceed a \$100 per month in call usage, you will be required to set up a Direct Remit account or AdvancePay account to continue to receive calls.**
- If in doubt that your local telephone company is a LEC with an established billing arrangement with GTL, please contact GTL customer service to confirm.

AdvancePay (Pre-paid Collect) Account Customers

These include customers who:

- Are able to receive collect telephone calls and wish to take advantage of a reduced calling rate.
- Are able to receive collect telephone calls but have exceeded their \$100 per month limit.

OR

- Want calls placed to their cellular telephones.

OR

- Have a non-traditional telephone company service such as a cable provider (e.g. Cox, Comcast, etc.), a VoIP provider (e.g. Vonage, 8x8, etc.) or a CLEC (Time Warner Telecom, etc.).

Customers who are new to the AdvancePay system will, during the first call from an offender, hear information on how to make a deposit using a credit card via the automated system, through a customer service agent with GTL at 1-800-483-8314, or via a website at www.offenderconnect.com to set up a new account.

AdvancePay (Pre-paid Collect) Account Customers

- The cost of calls are pre-paid via funds applied to an account. The funds are tied to the telephone number which you specify.
- There is no minimum deposit requirement for establishing an account.
- Payments may be made as often as needed; however, there is a transaction fee anytime funds are added to the account based on the payment process as indicated below:

AdvancePay (Pre-paid Collect) Funding Fees	
Fee Description	Amount
Pre-paid Collect Funding Fee via the automated system or website.	\$3.00 per deposit
Pre-paid Collect Funding Fee via live agent.	\$4.75 per deposit
Pre-paid Collect Funding Fee via mail using check or money order.	\$0.00 per deposit

- Customers will be notified by an automated message from GTL when the pre-paid funds are nearly depleted. You will be unable to receive additional calls until additional funds are added to the account.
- Payments may be made with a credit card by calling Global Tel*Link at 1-800-483-8314 or online at <https://www.offenderconnect.com>.

GDC Offender Calling Rates

How much will a call from a GDC facility cost? The following calling rates will be applied to calls received from GDC facilities. The cost of the call is based on each customer’s call jurisdiction (the distance from the GDC correctional facility) as well as how the call is billed.

**GDC Calling Rates
Effective 03/17/2016**

Call Type	Collect and Direct Remit	AdvancePay (Pre-paid Collect)
	Per Minute Rate	Per Minute Rate
Local	\$0.13	\$0.13
Long Distance In-State		
Mileage 0-16	\$0.13	\$0.13
Mileage 17-9999	\$0.17	\$0.17
Long Distance Out-of-State	\$0.21	\$0.21

GTL Customer Service Information

Where can I find GTL's toll-free Customer Service Center phone number?

- GTL calls completed through a local telephone service provider will appear on the service provider's billing invoice/statement in a section titled "GTL or third party services" and will include the GTL toll-free number for customer service and billing inquiries.
- Charges billed directly by GTL will include the customer service number **(1-866-230-7761)** which is published on the GTL invoice for direct remit accounts.
- AdvancePay customer service is available by calling 1-800-483-8314.

What is your website for online customer service?

<https://www.offenderconnect.com> - For direct remit and AdvancePay customers.

What are the GTL Customer Service Center hours of operation (English or Spanish)?

Monday – Friday 8 am – 12 Midnight ET / Saturday and Sunday 9am – 8pm ET

What are the busiest days of the week for GTL's customer service center?

Monday is the busiest day, followed by Tuesday.

Billing and Payment Methods and Procedures

What forms of payment does GTL accept?

- Credit Cards – Visa, MasterCard and Discover
- Money Order
- Check
- Western Union

Where do I send my GTL payment?

1. For GDC offender call charges billed to you by your local telephone company, use the payment address provided by the local exchange carrier.
2. For direct remit accounts, you have the following options for making a payment:
 - a. GTL Customer Service website (<https://www.offenderconnect.com>)
 - b. Credit card payment via GTL automated operator or a live Customer Service representative by calling 1-866-230-7761.
 - d. Mail payments to the address listed on the GTL billing invoice.
 - e. Western Union -Instructions for making payments can be found on www.westernunion.com.
3. For AdvancePay customers, you have the following options for making a deposit:
 - a. GTL Customer Service website (<https://www.offenderconnect.com>)
 - b. Credit card payment via GTL automated operator or a live Customer Service representative by calling 1-800-483-8314.
 - c. Mail payments to the following address: GTL, Dept 1722, Denver, CO 80291-1722. Provide your telephone number, zip code and correctional facility name on your payment for faster posting.

How do I use Western Union?

Family members and friends of offenders in GDC correctional facilities who receive direct billing or utilize AdvancedPay accounts from GTL for collect calls can use Western Union agents to make payments. This additional payment channel is being offered as a convenience and to facilitate prompt posting of cash and debit card transactions. This is a valuable service to family members and friends of offenders who do not have access to checks or credit cards.

Western Union has over 55,000 agents throughout North America, 40% of which are located in supermarkets. Western Union's "Quick Collect" (blue form) service, which will be used for this application. The fee for this service could vary by country of origin.

Normally, payments will process through agents and be posted to accounts within 4 hours. Some account types may take up to 48 hours to post, but this is exceptional. Account deposits can also be made directly to GTL on our website at <https://www.offenderconnect.com>.

GTL International Offender Call Procedures

What if I reside outside of the United States and want to receive calls from an offender of GDC?

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. Customers must provide the following information:

International Locations

Pay To Company Name – GLOBAL TEL LINK INTL

Company Code – ADVANCE PAY AL

State - AL

Amount to be Paid – The amount the customer wishes to be applied to their phone account

Account Number – Customer's full telephone number including country and city code

******For customers in Canada, Puerto Rico, US Virgin Islands use:***

Pay To Company Name - GLOBAL TEL LINK INTL

Company Code – ADVANCE PAY AL

State - AL

Amount to be Paid – The amount the customer wishes to be applied to their phone account

Account Number – customer 10 digit phone number***

A GDC offender will only be able to use the funds deposited to dial the specific phone number you have selected as their account number. Once the money transfer is complete – the offender will be able to place a call to that designated number in approximately 24 hours. Note – payments **cannot** be made via the Western Union website.

How do customers find the nearest Western Union Agent Location?

Customers can visit www.westernunion.com and click on the "Find Locations" at the top of the screen and follow instructions or call 1-800-325-6000.

- **Are there fees involved for this transaction?**

Yes. Western Union charges between \$10 and \$15 USD per transaction depending on the Country of transaction origin.

- **What if the account holder sets up an account with the wrong phone number?**

For help with accounts, the most effective way to reach GTL Customer Service is by contacting GTL at 1-800-483-8314. GTL can also provide, upon request, this FAQ document and rate table. Because dialing protocol may vary by country, customers need to check with their local operator or request dialing protocol information by sending an email to GTL customer service through the website <http://www.gtl.net>. Customer service is provided in English and Spanish.

- **Can the offenders make calls to other parties with this setup?**

No. Offenders can only call the phone number that has been setup by the party that has deposited the money to establish the pre-paid account.

- **Can anyone set up an account?**

Generally, yes. But the correctional facility still reserves the right to block/restrict specific numbers and there may be limitations on call lengths. Also, calls may be subject to monitoring and recording.

- **Can I get a refund on an unused balance?**

Yes. Refund requests are processed by customer service. Refunds will be sent via Western Union Quick Cash to participating Western Union Agent locations and are subject to currency fluctuations. Any refunds not retrieved from the Western Union Agent within 30 days will be forfeited to GTL. Refund requests are also subject to Western Union transaction fees. When an account balance is less than the Western Union transaction fee, a refund request will not be processed.

****GTL's Western Union International AdvancePay program is 100% pre-paid, so there is no monthly bill.***

Questions regarding international GTL accounts should be directed to the following email address: advancepayinternational@gtl.net

Frequently Asked Questions about Offender Telephone System Services

As a GTL customer, who should I call for service?

Direct remit customers can reach GTL's Customer Service at 1-866-230-7761 toll-free. AdvancePay customers should call 1-800-483-8314.

Why can't I receive calls?

Some services offered by GTL are restricted to a set number of calls per month, a certain dollar limit, or your telephone company will not allow collect calls. If you cannot receive calls, it may be for one of these reasons. If you believe you should be able to receive calls and cannot, please call 1-800-483-8314.

If my payment to GTL was misdirected to the wrong Global Tel*Link address, how do I correct it?

Global Tel*Link has encountered cases of misdirected payments and is proactively working to redirect them. If you think you may have experienced this situation, please let us know by calling 1-866-230-7761 for Direct Remit accounts, and 1-800-483-8314 for AdvancePay accounts.

I am no longer able to receive international collect calls from GTL and I live outside the United States. What should I do now?

Global Tel*Link has arranged for you to establish a pre-paid international telephone account through Western Union. You can simply go to the nearest Western Union agent location and tell them you want to establish a pre-paid telephone account to receive calls from the United States and they will provide you with further instructions. For more information, visit <http://www.gtl.net/advancepayinternational>. For additional questions, please contact GTL at 1-800-483-8314.

If the offender is released or I wish to close my account will I receive a refund for the remaining funds on the account?

In order to receive a refund for any monies that may be in your GTL account you must do the following:

- Contact the GTL Customer Service Department at **1-866-230-7761** for Direct Remit accounts, and 1-800-483-8314 for AdvancePay accounts. We require a written request to be mailed or faxed by the owner of the account when requesting a refund. Requests can be mailed to **Global Tel*Link, P.O. Box 912234, Denver, CO 80291-2234**. Fax number will be provided upon request. **Refunds must be requested within 90 days of the last call received, since as a business policy, GTL closes accounts that have had no activity after 90 days.**

“No activity” means that no calls have been made on the account and there have been no deposits/adjustments, or any customer calls into the GTL automated system for that account. In the event that 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 in question can be located in the database and authenticated. In order to maintain efficient databases for our customers and the GTL service team, GTL adheres to this policy. Accounts that are dormant or inactive are purged from the active database.