

## **GDC Offender Collect Call Rates**

**How much will a call from a GDC institution cost?** The following rates will be applied to calls received from GDC institutions. The cost of the call is based on each customer's call jurisdiction. (The distance from the GDC correctional facility)

### **GDC Collect Call Rates Rate Type 536 effective as of 7/01/2008**

	Connection Surcharge	Rate for 1 <sup>st</sup> Minute	Rate Additional Minute	Cost for 15 minute Call
Local	\$0.00	\$2.70	\$0.00	\$2.70
Long Distance In State	\$2.00	\$0.19	\$0.19	\$4.85
Long Distance Out of State	\$3.95	\$0.89	\$0.89	\$17.30

## **GTL Customer Service Information**

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

- GTL charges billed through a local telephone service provider will appear on the service provider's billing invoice in a section titled "GTL" and will include the GTL toll-free number for customer service and billing inquiries.
- Charges billed directly by Global Tel\*Link will include the customer service number **(1-800-231-0193)** which is published on the GTL invoice.

### **What is your website for online customer service?**

<https://www.correctionsctl.com> - For direct remit customers only.

### **What are the GTL Customer Service Center hours of operation?**

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