



State of Hawaii
Department of Public Safety

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Effective February 1, 2018, all inmate phone calls (local, inter-island, mainland, and international) are provided by Global Tel Link (GTL). This provider allows calls to landline and wireless cell phones.

Payment options include collect, prepaid, and debit.

GTL's Advance Pay Account:

Friends and family 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.

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 the 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.

Friends and family can set up an AdvancePay account by calling GTL at 1-877-650-4249. A one-time, one-minute complimentary call is provided with information for creating a prepaid account and receiving future calls from a correctional facility.

To establish and manage an AdvancePay account online, click [here](#). You can create a telephone account, make deposits and view balances through the GTL ConnectNetwork website.

Debit Calls:

In the near future, inmates will be able to purchase phone time on the facility commissary through Hawaii Correctional Industries. Inmates will be notified of the debit option when it is available.