



Inmate Phone Program

The North Carolina Department of Public Safety, Prisons has a contract with GTL to provide phone service for inmates to communicate with families and friends. If an individual wishes to purchase phone time (for themselves or an inmate), they may do so by using the services offered through ConnectNetwork. ConnectNetwork is GTL's authorized deposit and account management portal. Available deposit methods are listed below:

AdvancePay® Prepaid Telephone Accounts:

AdvancePay® prepaid calling works by placing money on your phone number so that when an inmate calls you, the funds are deducted from the balance on your prepaid account. Detailed account setup instructions are [available here](#).

You have two options to set up or fund a prepaid account with Connect Network:

Web- Visit www.ConnectNetwork.com to create a prepaid telephone account, add funds to prepaid telephone accounts, view balances, and more.

Phone- Call 1-800-483-8314 to create or add funds to an AdvancePay® prepaid telephone account

Western Union – Payments to your GTL AdvancePay® account may be made by visiting your local Western Union.

Mail – Payments made to your GTL AdvancePay® account may also be made by check or money order. Send payments to:

AdvancePay® Service Department
PO Box 911722
Denver, Colorado 80291-1722

Offender Phone Debit Accounts:

ConnectNetwork PIN Debit (Offender Phone) accounts allow you to make deposits to an offender's PIN debit phone account. Once funds have been deposited, the deposit is credited to the offender and may be used to make phone calls to any allowed phone number. Detailed account setup instructions are [available here](#).

To set up or fund an offender phone account visit www.ConnectNetwork.com, 24 hours a day, 7 days a week

For international customers:

If you would like to setup your account from a location outside the U.S., please contact AdvancePay International customer service division (GTL AdvancePay International: 1-888-216-7423 or email: AdvancePayInternational@gtl.net) for additional information.

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

Call Rates

Local (Rate type 2)

	Miles	Rate
Collect/Direct Bill	ALL	\$1.25/flat rate 15 minute call
Advance Pay	ALL	\$1.25/flat rate 15 minute call
Debit/Inmate Net	ALL	\$1.13/flat rate 15 minute call

Local Extended (Rate type 3)

IntraState IntraLata (Rate type 4)

IntraState InterLata (Rate type 5)

	Miles	Rate
Collect/Direct Bill	ALL	\$3.40/flat rate 15 minute call
Advance Pay	ALL	\$3.40/flat rate 15 minute call
Debit/Inmate Net	ALL	\$3.06/flat rate 15 minute call

InterState IntraLata (Rate type 6)

InterState InterLata (Rate type 7)

	Miles	Rate
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Collect/Direct Bill	ALL	\$3.40/flat rate 15 minute call
Advance Pay	ALL	0.21/per minute
Debit/Inmate Net	ALL	\$3.06/flat rate 15 minute call

Additional Service Details:

- 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.

Fees and Payment Options:

Check or Money Order Payment	No charge and no limit on deposit amount
Credit Card Payment	\$4.75 processing fee
Internet Web Payment (via ConnectNetwork.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 Prisons AdvancePay customers receiving calls only from inmates housed in any NC state facility are exempt from this processing fee when closing the account. AdvancePay customers receiving calls from any facility outside of NC Prisons will be charged the standard processing fee when closing the account.

- Deposits of \$25 - \$100
- GTL accepts Visa, MasterCard, and Discover sponsored Debit/Credit Cards.

Useful Links:



Connect Network (www.ConnectNetwork.com)



[Western Union Global Tel*Link Transfer](#)

English and En español Cash Transfer Forms, Additional pass through fees are imposed by Western Union if a customer chooses to utilize their system to fund prepay accounts.

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