

Inmate Telephone System


Effective March 17, 2016, rates and fees have changed in compliance with Federal Communication Commission (FCC) Order issued on November 5, 2015

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 (<mailto:AdvancePayInternational@gtl.net>)) for additional information.

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

| Call Type | Miles | Rate |
|----------------------------|-------|----------------|
| LOCAL AND LONG DISTANCE | ALL | .10 per minute |

[International Inmate Call Rates](#)

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.

Transaction Fees

| | |
|---|---|
| Fee for automated payment for credit card, debit card, and bill processing fees | \$3.00 per use |
| Fee for payment using live operator | \$5.94 per use |
| Fee for paper bill/statement | \$2.00 per use |
| Fee for use of third-party money transmitter (e.g., MoneyGram, Western Union, credit card processing, transfers from third-party commissary accounts) | Exact fee from the third-party provider passed through directly to customers with no markup |

- GTL accepts Visa, MasterCard, and Discover sponsored Debit/Credit Cards.

Useful Links:

| | |
|--|--|
| |  Connect Network (www.ConnectNetwork.com ) |
| |  Western Union Global Tel*Link Transfer (https://www.ncdps.gov/div/adultcorrection/bulletins/WesternUnionTelephone.pdf) 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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[Offender Family Services \(/Adult-Corrections/Prisons/Offender-Family-Services\)](#)

[Send Money to an Inmate \(/Adult-Corrections/Prisons/Send-Money-to-an-Inmate\)](#)

[Inmate Package Program \(https://www.ncinmatepackage.com/Home.aspx\)](https://www.ncinmatepackage.com/Home.aspx)

[Inmate Telephone System \(/Adult-Corrections/Prisons/Inmate-Telephone-System\)](#)

[Visitation \(/Adult-Corrections/Prisons/Visitation\)](#)

[Escapes/Captures \(http://webapps6.doc.state.nc.us/opi/offenderescapesearch.do?method=view\)](http://webapps6.doc.state.nc.us/opi/offenderescapesearch.do?method=view)

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