



AdvancePay[®]

Prepaid Calling for Family & Friends

The Fastest, Most Secure Way to
Prepay Calls From Your Loved One.
www.connectnetwork.com

A Service for Family and Friends

AdvancePay[®] is ConnectNetwork's fastest and most convenient phone service, connecting family members and friends to their incarcerated loved ones via a prepaid calling account.

How It Works

It's simple. When you place money on your AdvancePay phone number, your incarcerated family member or friend will be able to call you using the funds from the balance on your prepaid account.

Unlike collect calls, **AdvancePay** helps you save time and money by allowing you to fund your phone account ahead of time so you don't have to pay for each call as they come in. Plus, your AdvancePay account is only linked to your phone number, so you have control over how the funds are used.

Getting Started

The easiest way to establish and manage an AdvancePay account is online at **www.connectnetwork.com**. You can also open an account and/or make deposits using GTL's automated telephone system by calling 800-483-8314, or through the free ConnectNetwork mobile app.

Ways to Pay

No matter how you choose to pay, your transactions are secure, reliable, and convenient with ConnectNetwork. We enable transactions online, through our mobile apps, automated phone system, self-service kiosks, at select retail locations, and through the mail.*

In addition to select credit cards and cash, we also accept personal/cashier's checks and money orders. If you use a check or money order, please include your 10-digit telephone number on the document as the telephone number is also your account number. Payments received without a telephone number cannot be posted to an account. Please allow 7-10 business days for your payment to post.

Learn More >>

*Available payment channels vary per facility.

Never Miss a Call

Our automated systems can notify AdvancePay account holders when their balance is running low. And to help with future deposit transactions, Visa and Mastercard numbers can be securely stored within your ConnectNetwork account. Plus, with ConnectNetwork's AutoReload feature, you can control your AutoReload payments without worrying about making another manual payment or when a bank payment might go through. Most importantly, you'll never miss a call from your loved one.

Contact Customer Service

The AdvancePay Customer Service Department is ready to answer all billing-related questions:

Customer Service

877-650-4249

Automated System

800-483-8314

Website

www.connectnetwork.com

Email

Go to our **Contact Us** page to contact us via email at web.connectnetwork.com/contact-us

Mobile App

Download the ConnectNetwork app for **Android** or **iOS**.

AdvancePay Address

AdvancePay Service Dept.
PO Box 911722
Denver, CO 80291-1722

How to avoid disconnection!

DON'T attempt a 3-way call

DON'T try to transfer the call

DON'T put the inmate on hold

DON'T use or answer "call waiting"

DON'T press numbers on the touch tone pad during the call
(on both inmate phone and called party phone)

DON'T stop the conversation for any length of time because
even short pauses may result in a disconnection

Blocked numbers

To unblock a number, the person the number is listed to must call **877-650-4249** and speak to a customer service representative.

Notice

AdvancePay payments may be subject to fees. Specifications are subject to change without notice. This publication may be copied and distributed to inmates, family members, and friends.



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