



# User Guide for Families and Friends

## Telephone Communication with Incarcerated Adults and Youths

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### Receiving Calls from a CDCR Adult Institution and State Youth Facility

How do I prepare myself to receive calls from an incarcerated adult within a CDCR institution or youth at a state youth facility?

Available links are listed below that will provide basic information about available services, receiving calls from incarcerated adults/youth/wards and call rates.

#### **CDCR Web Site**

<https://www.cdcr.ca.gov/visitors/visitors/receiving-calls-from-inmates-and-wards/>

#### **GTL CDCR Web Site**

<https://web.connectnetwork.com/get-started-cdcr/>

### Local Exchange Carrier Customers (LEC)

If your local telephone provider allows collect calls, an incarcerated adult can call you collect with your approval. GTL will bill you via your local telephone provider if you accept a collect call. Please verify through your local telephone carrier if you wish to receive collect calls.

For youths in a state youth facility, all calls are provided by GTL free of charge.

NOTE: Should charges for calls identified above go over \$100 a month in usage, you will be required to set up a GTL AdvancePay® account by calling 1-866-607-6006 or by creating an account on GTL's ConnectNetwork® – Instructions on setting up an AdvancePay® account are provided below.

### CLEC and Cellular Phone Customers - Receiving calls on a cellular phone, Voice over IP, or any non-traditional phone line

If your phone service provider is a cable provider (e.g. Comcast, Charter, etc.), a VoIP provider (e.g. Vonage, etc.), or a CLEC (e.g. Time Warner Telecom, etc.), GTL will not have the ability to generate a bill to these non-traditional phone carriers. To receive calls from incarcerated adults housed at CDCR facilities, you will need to set up a GTL AdvancePay® account before you will be able to receive calls.

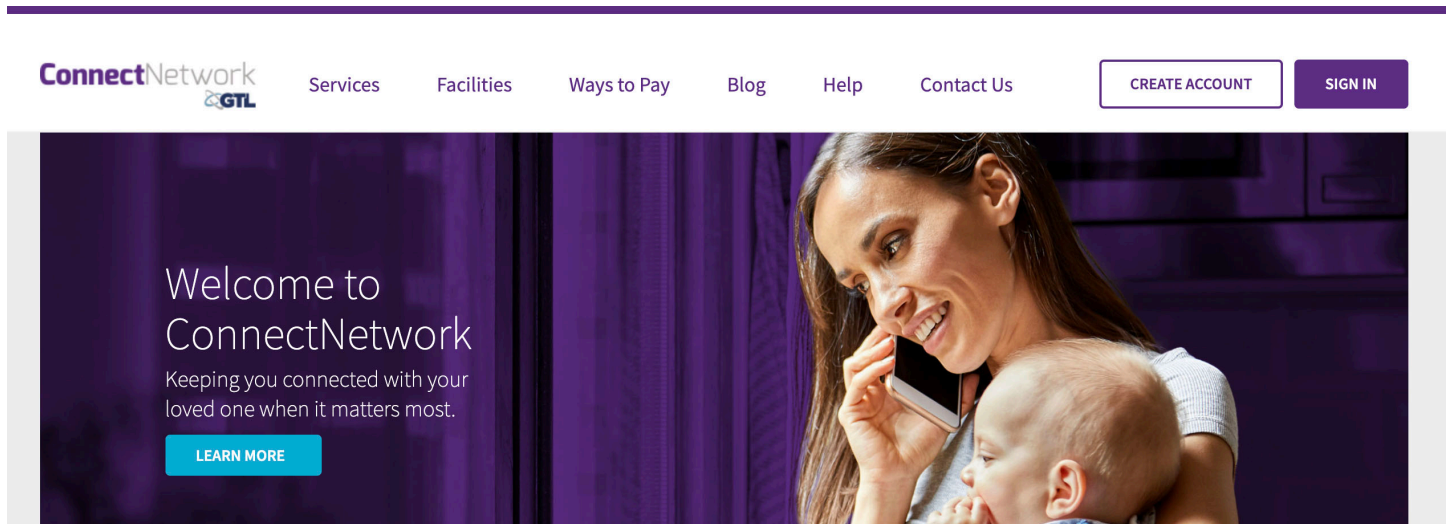
## Instructions on setting up an AdvancePay® account:

### Setting up AdvancePay® Accounts with GTL

If you have access to the internet, the easiest way to establish an AdvancePay® account is through GTL's ConnectNetwork® account management website located at [www.connectnetwork.com](http://www.connectnetwork.com). At ConnectNetwork® you can create and manage your AdvancePay® account, make payments, and view balances, as well as perform other activities relating to your account.

### How to set up a ConnectNetwork® account online:

1. Go to [www.connectnetwork.com](http://www.connectnetwork.com)
2. Select "Create Account" in the upper right corner of the website, as seen below:

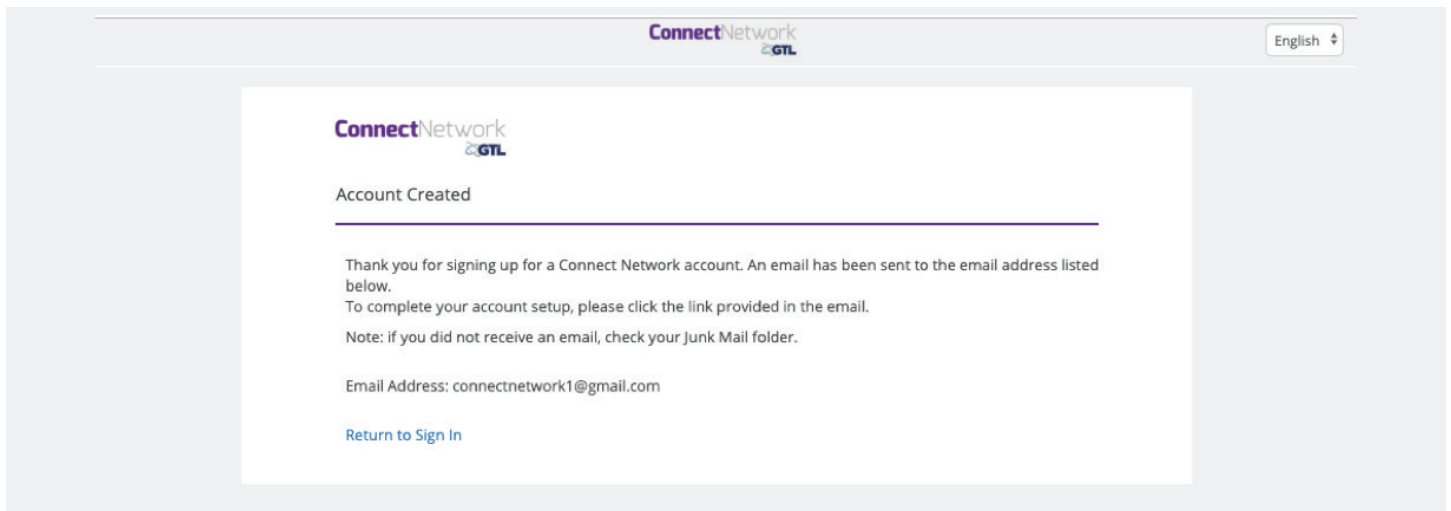


3. Next, enter your personal information and set an account password – **Your first and last name must match what is on your government-issued ID (driver's license, etc.), as it may need to match official visitation information for security purposes.**

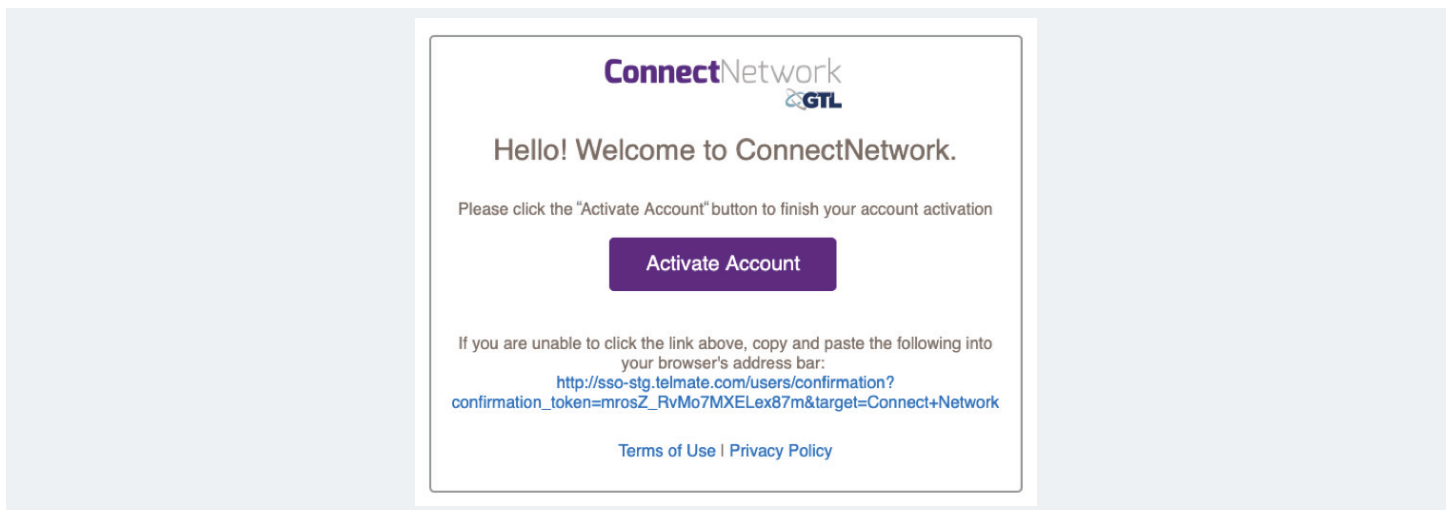
A screenshot of the "Create New Account" form on the ConnectNetwork website. The form is titled "Create New Account" and includes the following fields: First Name\*, Last name\*, Address (Line 1)\*, Address (Line 2), City\*, Zip Code\*, State\* (dropdown menu), Country\* (dropdown menu, currently set to United States), Contact Phone Number\* (with a country code dropdown set to +1 and a phone number field containing 201-555-0123), a checkbox for "Is a mobile number?", Email\*, Password\*, and Confirm Password\*. At the bottom of the form, there is a checkbox for "I agree to Terms and Conditions" and two buttons: "Cancel" and "Submit".

Fill in all of the fields on the Create New Account page, check the box at the bottom to agree to “Terms and Conditions” and then select “Submit.” If you did not fill out all of the information, or any of the information does not meet the mandatory requirements (character length, inclusion of numbers, etc.), that item will be highlighted in red and you will need to correct it before continuing.

4. You will now be taken to the confirmation page. **You must activate your account from the email address you provided in Step 3 in order to use your account. (If you don't see the confirmation email in your inbox, please check your spam/junk folder.)**



5. Inside the email, you will see a link to “Activate Account.” Once you click this, you will be taken to [ConnectNetwork.com](http://ConnectNetwork.com) where you can sign in using the email address and password you set during the account creation process.



Once your account is activated, you will have the ability to quickly and easily make deposits to your AdvancePay® account and your incarcerated loved one's trust account.

If you need any further help with setting up your ConnectNetwork account, you can visit [web.connectnetwork.com/help/setting-up-connectnetwork-account/](http://web.connectnetwork.com/help/setting-up-connectnetwork-account/)

6. How to set up a ConnectNetwork® account via phone:

If you do not have access to the internet, you can set up your account over the phone. You can use our automated phone system by calling 1-866-607-6006. You will be prompted by voice instructions on how to set up your account. If

you wish to speak to a live person, you may do so at any time by pressing zero. You will need to know the facility name where your incarcerated loved one is located so that you can receive calls from them.

In addition to our automated phone system and website, accounts can be established and payments can be made through our AdvancePay® customer service department, Western Union, and by mailing checks or money orders. See payment information for Western Union and payments by checks or money orders at the end of this document.

Whether you set up your AdvancePay® account via ConnectNetwork®, our automated system, or by talking to a live operator, you will need to make a deposit in order to start receiving calls. There are no account set-up or deposit fees for AdvancePay accounts created for calling. The full deposit amount will be available in your account to pay for calls you accept from individuals housed at a CDCR institution.

Notes to take into consideration:

1. When setting up your account, select California Department of Corrections & Rehabilitation as your facility.
2. You can use a credit card to make an AdvancePay deposit, or you can mail a money order to the following address. There is no fee for either option. The address is:  
  
AdvancePay Service Department  
P.O. Box 911722  
Denver, CO 80291-1722
3. If your telephone number is receiving calls from individuals housed within CDCR facilities and other individuals housed by other correctional institutions outside of CDCR, please call our customer service number at 1-866-607-6006 and speak to a GTL customer service representative about allocating multiple facilities to an account and to find out about the potential associated fees.

## CDCR Adult and Youth Collect Call Rates and Fee Information

The following rates and fees will apply to calls received from individuals housed at CDCR institutions. The call type is based on each customer's call jurisdiction, the distance from the CDCR institution the call is being made from, and the applicable telephone number being called.

Rates and fees are effective on the date listed below. For the most current rates, please click the following CDCR link: [www.cdcr.ca.gov/visitors/visitors/receiving-calls-from-inmates-and-wards/](http://www.cdcr.ca.gov/visitors/visitors/receiving-calls-from-inmates-and-wards/)

### Rates Effective March 19, 2021

Calling Rates - Adult institutions and Camps		
Call Type	Per-Minute	15 Minute Call Cost*
Within CA Calling - Local, Intralata, Interlata	\$0.025	\$0.375
Interstate Calling	\$0.025	\$0.375
Calls to international countries will be charged at \$0.07 per minute, no surcharges.		
* Cost does not include applicable local taxes and Federal Universal Fund charges.		

Calling Rates – Youth Facilities		
Call Type	Per-Minute	15 Minute Call Cost*
All Calling	\$0.00	\$0.00

There are no set-up or fees when making deposits to your AdvancePay account.

Please note that GTL also offers you the option of accepting a call from an incarcerated loved one when you are unable to accept collect calls, and you have not, or do not, wish to set up a GTL AdvancePay® account. You may do this by setting up a one-time Advance Pay One Call. Advance Pay One Call allows you to accept a call by paying for only that call via a valid credit card at the time the call is received. There is a service fee of \$0.99 for each Advance Pay One Call you take, in addition to the “per-minute rates” listed above.

Please also note that TTY/TDD, Video Relay and Sign Language-Video Calls do not incur a charge from GTL.

## GTL Customer Service Information, Billing, Payment Methods and Procedures FAQs

### Q: What forms of payment does GTL accept?

- [Visa and MasterCard \(including debit and check cards\)](#)
- [Money Order](#)
- [Check](#)
- [Western Union](#)

### Q: Where do I send my GTL payment?

1. For CDCR incarcerated offender call charges billed to you through your local telephone company, use the payment address provided by the local telephone carrier.
2. For CDCR incarcerated offender call charges billed directly by GTL, you have the following options for making a payment:
  - a. GTL Customer Service website: [www.connectnetwork.com](http://www.connectnetwork.com)
  - b. Credit card payment via GTL automated operator or a live Customer Service representative by calling 1-866-607-6006
  - c. Mail payments to the address listed on the GTL billing invoice:  
AdvancePay Service Dept., P.O. Box 911722, Denver, CO 80291-1722
  - d. Western Union (instructions for making payments can be found at [www.westernunion.com](http://www.westernunion.com).) Also, you can see the Frequently Asked Questions below for additional information regarding deposits from within and outside the United States.

## Closing My GTL AdvancePay® Account?

If you are no longer receiving calls from individuals housed at a CDCR institution or other GTL serviced institution outside of CDCR, or would like to close your AdvancePay®, contact the GTL AdvancePay® Service Department and press “0” to speak with a GTL representative to request a refund.

GTL strives to process refunds within 30 days (after verifying initial payment method), and typically within 60 days.

Please note: if an AdvancePay® account is inactive, the account holder will receive a notification of inactivity through a written correspondence or an automated outbound email message that the account is inactive and pending closure. An AdvancePay® account is considered inactive if no calls have been accepted by the telephone number associated with the account, and no payments have been made into the account, for more than 90 calendar days.

The account holder will be able to request a refund for any unused balance of funds at any time. If GTL receives no response from the account holder after 90 days from the posting of the inactivity notification, the account will be closed. However, GTL generally enforces a liberal policy in reactivating an account based on a customer's request so long as the account in question can be located in the GTL database and authenticated. GTL adheres to this policy to maintain efficient databases for our customers and the GTL service team.

Contact the GTL Customer Service Department at **1-866-607-6006**.

**“No activity”** - An AdvancePay® account is considered inactive if no calls have been accepted by the telephone number associated with the account, and no payments have been made into the account, for more than 90 calendar days. If customers contact us after 90 days, GTL generally enforces a liberal policy in reactivating an account based on a customer's request so long as the account and account holder can be authenticated. You may contact us to reactivate your account or request a refund on your account at any time.

## International (CDCR) Call Procedures And Frequently Asked Question (FAQs)

### Q: What if I reside outside of the United States and want to receive calls from an incarcerated offender at the CDCR?

International AdvancePay® is a prepaid collect calling service for customers living outside of the United States who wish to speak with offenders of US-based correctional facilities. This program allows friends and relatives of incarcerated offenders to establish an AdvancePay® account via Western Union from over 150 countries and territories. Once an AdvancePay account is set-up outside the US, calls can be received from an incarcerated offender.

Please contact our International Customer Service Department by sending an email to [Advancepayinternational@gtl.net](mailto:Advancepayinternational@gtl.net) to verify your facility allows international calling before creating an International AdvancePay® account.

Customers located outside of the US must locate their nearest Western Union agent location and either complete a blue form with their personal information or provide the required information to the Western Union agent. Payments cannot be made via the Western Union website. Customers must provide the following information to Western Union:

Pay To Company Name – **GLOBAL TEL LINK INTL**

Company Code – **AdvancePay**

State – **AL**

Amount to be paid – **The amount the customer wishes to be applied to their phone account**

Account Number – **Include 011, the country code, the city code and the full phone number**

### For callers in North America, use:

Pay To Company Name - **GLOBAL TEL LINK INTL**

Company Code City – **AdvancePay**

State - **AL**

Amount to be paid – **The amount the customer wishes to be applied to their phone account**

Account Number – **Customer's full 10-digit telephone number, including 3-digit area code and 7-digit phone number**

It takes approximately 24 hours after receipt of a money transfer for it to be applied to an account, after which the account holder can receive calls from the offender.

### Q: How do I find the nearest Western Union agent location?

Click the following link: [www.payment-solutions.com](http://www.payment-solutions.com), then select the “Quick Pay” option in the middle of the screen and follow the instructions. You may also contact a Western Union agent by phone at 1-800-325-6000.

\*\*\*or customers with an area code prefix to their phone number (e.g., Canada, Puerto Rico, US Virgin Islands), visit [www.westernunion.com](http://www.westernunion.com) and click on the “Find Location” at the top of the screen and follow instructions. Or call 1-800-325-6000 and press 2.

**Q: Does Western Union charge fees?**

Yes. Western Union charges between \$10 and \$15 USD per transaction depending on the country of transaction origin. However, please verify with Western Union at the time of the money transfer, as fees may change. GTL does not control fees for money transfers processed by Western Union.

**Q: What if the account holder sets up an account with the wrong phone number?**

International customers needing assistance with accounts should contact GTL Customer Service via email at **AdvancePayInternational@gtl.net**. GTL can also provide our “Frequently Asked Questions” document, rate tables, and a list of countries where customers can contact GTL Customer Service via telephone (along with dialing instructions) by sending an email request to **AdvancePayInternational@gtl.net**.

International Customer Service by phone is also available from certain countries at 1-888-216-7423. Because dialing protocols may vary by country, customers need to check with their local phone company or request dialing protocol information by sending an email to GTL customer service at **AdvancePayInternational@gtl.net**. Customer service is provided in English and Spanish.

**Q: Can an incarcerated adult make calls to other parties using your account?**

No. Incarcerated adults can only call the phone number that is associated with the prepaid account.