

## Frequently Asked Questions

**Q: HOW CAN I SET UP AND MAKE A DEPOSIT TO AN ADVANCEPAY ACCOUNT?**

A: There are several options to choose from: (1) Visit us online at [www.connectnetwork.com](http://www.connectnetwork.com), (2) Install the ConnectNetwork mobile app (Android or iOS) on your mobile device, (3) Call 800-483-8314 to use the automated system or speak to a live agent, (4) Use a GTL installed kiosk (where available), (5) Make a deposit at your local Western Union, or (6) Mail a check or money order made payable to GTL AdvancePay and send to:

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

**Q: CAN I USE A CREDIT OR DEBIT CARD TO MAKE A DEPOSIT?**

A: Yes, GTL accepts Visa® and Mastercard® credit cards, debit cards, and prepaid cards.

**Q: HOW LONG WILL IT TAKE FOR DEPOSITS TO APPEAR IN AN ACCOUNT?**

A: When making a deposit with your credit or debit card, the deposit will appear in your account almost immediately.

**Q: HOW CAN I FIND OUT THE BALANCE OF MY PREPAID ACCOUNT?**

A: You can get your balance by calling our automated system at 800-483-8314, registering online through ConnectNetwork at [www.connectnetwork.com](http://www.connectnetwork.com), or installing the ConnectNetwork app on your mobile device.

**Q: ARE ADVANCEPAY CALL RATES MORE EXPENSIVE?**

A: Generally, AdvancePay rates are equal to — or less than — conventional collect calls, but all rates are ultimately governed by the facility contract.

**Q: WILL I RECEIVE A MONTHLY STATEMENT?**

A: Usage statements for your AdvancePay account are available online at [www.connectnetwork.com](http://www.connectnetwork.com) and are no cost to you.

**Q: WILL I RECEIVE A REFUND FOR THE UNUSED FUNDS WHEN AN INMATE IS RELEASED?**

A: Refunds to verified account holders can be arranged through our customer service representatives. Call 877-650-4249 for more information.

**Q: AFTER ESTABLISHING AN ADVANCEPAY ACCOUNT, CAN I SWITCH BACK TO OTHER FORMS OF BILLING?**

A: No. Once a telephone number is set up as an AdvancePay account, no other forms of billing are available. However, you will always have the option of choosing AdvancePay OneCall to accept and pay for just a single call without creating an AdvancePay account.

**Q: CAN I MANAGE MY ACCOUNTS ONLINE?**

A: Yes. You can register online through ConnectNetwork at [www.connectnetwork.com](http://www.connectnetwork.com) or you can download the ConnectNetwork app on your mobile device.

**Q: HOW CAN I BE NOTIFIED WHEN MY ADVANCEPAY ACCOUNT BALANCE IS LOW?**

A: GTL's AdvancePay Low Balance Alert is a standard rate subscription alert program designed to let you know when you need to add funds to your account. One SMS text message will be sent each time your account meets a low balance condition. To sign-up, text ADVANCE to 91613. Messaging and data rates may apply. To see the terms of use description for text alerts, or for more information, go to [www.connectnetwork.com](http://www.connectnetwork.com).

**Q: CAN I AUTOMATE MY PAYMENTS?**

A: You may choose the auto reload feature when making a deposit through the automated system at 800-483-8314 or with your account online at [connectnetwork.com](http://connectnetwork.com). When prompted, opt-in to store your credit card number and set up automatic deposits into your account.

**Q: WHAT IF MY NUMBER IS BLOCKED FROM RECEIVING INMATE PHONE CALLS?**

A: For questions about blocked numbers or billing problems, please call GTL Customer Service at 877-650-4249.

**Q: WHAT IS ADVANCEPAY ONECALL?**

A: With AdvancePay OneCall (APOC), you can choose to accept and pay for a single call without the need to set up or fund an AdvancePay prepaid account. Standard AdvancePay prepaid phone rates will apply. A transaction fee may apply to APOC calls. Customers without an AdvancePay prepaid phone account, or with insufficient funds in their account, will be offered APOC as an option to complete inmate calls.



# AdvancePay®

GTL INMATE FAMILY PREPAY

The Fastest, Most Secure Way to  
Prepay Inmate Calling Accounts

ADVANCEPAY CUSTOMERS CAN NOW USE

[www.connectnetwork.com](http://www.connectnetwork.com)





#### GTL INMATE FAMILY PREPAY

## A Service for Family and Friends

Family members and friends of inmates 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.

## How Does It Work?

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 a 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.

For more complete account management, you can make deposits and view your balance at [connectnetwork.com](http://connectnetwork.com).

## Never Miss a Call

AdvancePay account holders can rest assured that they alone manage their accounts, ensuring that their important calls will be received. Our automated systems contact account holders when additional funds need to be added. To facilitate future deposit transactions, credit and debit card numbers can be securely stored. An option to automatically fund an account with a stored credit or debit card when funds are nearly exhausted is also available.

## Questions?

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

**CUSTOMER SERVICE**  
877-650-4249

**FAX NUMBER**  
251-473-2802

**AUTOMATED SYSTEM**  
800-483-8314

**WEBSITE**  
[www.connectnetwork.com](http://www.connectnetwork.com)

**EMAIL**  
[support@connectnetwork.com](mailto:support@connectnetwork.com)

**APP**  
Download the ConnectNetwork app on the Google Play Store or Apple Store.

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

The easiest way to establish and manage an AdvancePay account is online at [www.connectnetwork.com](http://www.connectnetwork.com). You can create a telephone account, make deposits and view balances through the ConnectNetwork website.







Customers can also use GTL's automated telephone system to create an account and make deposits with a credit card. The system is completely automated and can be accessed by calling 800-483-8314.

Additionally, accounts can be created and deposits can be made through the ConnectNetwork app for your mobile device, by visiting a Western Union location, or by mailing checks or money orders made payable to GTL AdvancePay to the address above.

Transaction fees may apply to deposits.

**ONLINE ACCOUNT MANAGEMENT AND PAYMENTS**  
[www.connectnetwork.com](http://www.connectnetwork.com)

## 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

Once a number has been blocked, only the person the number is listed to may unblock the number by calling:  
**800-483-8314**

### NOTICE

AdvancePay payment 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.



[www.gtl.com](http://www.gtl.com)

**AdvancePay Service Dept.**  
**PO Box 911722**  
**Denver, CO 80291-1722**  
**800-483-8314**

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