

GTL International Advance Pay & CDCR

December 12th 2013

Re: International Advance Pay

Our goal is improve how an incarcerated person informs those with whom they wish to communicate on steps to set-up an Advance Pay account. The means of communication vary, but generally involve inmate's written correspondence and collateral material on site-specific websites that direct viewers to subscription instructions.

GTL provides a website and contract specific instructions for friends and family members in countries outside the United States to facilitate subscription to Advance Pay (our prepaid collect calling service). The instructions on how to set-up and fund an account is offered in English and Spanish. GTL accepts payments via Western Union, Visa and MasterCard deposits on our company website www.offenderconnect.com and through a specific international email address at AdvancePayInternational@gtl.net that routes to our call center where wire transfers of funds can be arranged. A toll-free telephone access number at (888) 216-7423, 24 hours a day, seven days a week to accommodate all time zones.

To expand communication between the inmate and their international contacts, GTL recommends increasing the number of places the International Advance Pay instructions are located both online and commit to providing an electronic file of instructions (in post card format, in both Spanish and English) that inmates are able to use by mail to explain International Advance Pay.

Website collateral: "Setting up an International Advance Pay Account."

I. Located today on the GTL [CDCR specific website](#)

English: http://www.gtl.net/documents/GTL_IAP_V02-8'13.pdf

Spanish: http://www.gtl.net/documents/GTL_IAP_V02-12%2712-%20Span.pdf

II. GTL recommends that the CDCR place the above file on the state's website, or any other website(s) frequently accessed by inmate friends and family, to include:

http://www.cdcr.ca.gov/Visitors/Receiving_Calls_From_Inmates_and_Wards.html

Postcard for Mailing: GTL proposes providing an electronic file of the Advance Pay instructions in both English and Spanish in a post card design. The state can then print these postcards for inmate's to mail their friends and family.

GTL recognizes that with over 6,909 distinct languages in the world, we will not be able to satisfy the entire inmate population in the CDCR, but our hope is to provide more access to instructions to placing a call.