

INMATE/WARD TELEPHONE SYSTEM

ACCOUNT CHANGE EFFECTIVE November 26, 2012

Effective November 26th, 2012, the Global Tel*Link (GTL) Direct Billed Account will no longer be in operation. As such, all Direct Billed accounts must be transitioned to a new **GTL AdvancePay®** prepaid account.

It is GTL's intention to make this transition as efficient and transparent as possible, so there will be no requirement to fax or mail any type of billing name or address for verification.

New AdvancePay® Account

An AdvancePay account must be established between **November 15th and November 25th, 2012** in order to avoid an interruption in service. An account can be established by going to www.offenderconnect.com (and selecting GTL AdvancePay) or dialing GTL's AdvancePay® automated system, at 1-866-607-6006. If a GTL AdvancePay account has not been established and **funded by November 26th**, GTL will establish an unfunded account for existing Direct Billed Accounts, but calls cannot be received until the account is funded.

The AdvancePay® account can be funded by using a MasterCard or Visa branded credit or debit card at www.offenderconnect.com or by calling GTL's AdvancePay® automated system, at 1-866-607-6006. The OffenderConnect website and GTL's AdvancePay automated system allows you to make deposits with a \$5 minimum. Deposits may also be made to an account with a credit card by calling Global Tel*Link Customer Service at 1-888-415-0377 or with a check/money order mailed to Global Tel*Link AdvancePay®, P O BOX 911722, Denver, CO 80291-1722.

Should you have any questions regarding your new Global Tel*Link **AdvancePay®** account, please call **GTL's Customer Service Center at 1-888-415-0377** or go to website at www.offenderconnect.com. You can also go to www.gtl.net for more information.

Si tienes alguna pregunta sobre su nuevo Tel Global * cuenta de enlace AdvancePay®, Customer Service Center de llamada GTL al 1-888-415-0377 or vaya al sitio Web en www.offenderconnect.com. También puede ir a www.gtl.net para obtener más información.

Global Tel*Link

Customer Service

1-888-415-0377

PO BOX 011722

Denver, CO 80291-1722

www.gtl.com