

## PROCESS FOR FAMILY AND FRIENDS IN CANADA TO RECEIVE CDCR WARD CALLS

Family and friends (called party) who live in Canada or are located within the North American Dialing Plan and want to receive telephone calls from wards at the California Department of Corrections and Rehabilitation (CDCR) facilities need to follow the instructions below. **A Global Tel\*Link (GTL) Advance Pay account needs to be set up first, and then the ward could call the called party.**

1. The called party outside the U.S. would need to establish a GTL Advance Pay account by visiting a Western Union Agent location before calls could be received from a CDCR ward.
2. The called party can locate a participating Western Union Agent location by visiting [www.payment-solutions.com](http://www.payment-solutions.com), click on the "Quick Pay" option and select the country of choice, or call 1-800-235-0000.
3. The called party would need to provide the Western Union Agent clerk with the following information in **bold/underline**:

Name of Company – **Global Tel Link INTL**

Code City - **VAPAY**

State - **AL**

Amount to be Paid - **\$0**

Account Number - **Called party's 10 digit telephone number**

4. The agent clerk will collect the currency and the Western Union transaction fee and then print a receipt for the called party to sign. The called party can choose how much is placed in the GTL Advance Pay account. Western Union will charge the called party a fee between \$10 and \$15 U.S. dollars per transaction depending upon the country the transaction originates from.
5. Western Union will wire the money to GTL who will set up the Advance Pay account.
6. The called party would need to contact the ward by mail to advise the GTL Advance Pay account has been established and the ward could make calls to their telephone number.
7. Wards will be able to make calls to the called party's telephone number as long as there is a balance in the GTL Advance Pay account. When the balance reaches zero, the ward and called party will hear a recording stating "your call is being terminated" and then the call will end.
8. When the GTL Advance Pay account reaches zero, the called party can return to a Western Union location to follow steps #3 and #4 above that would be wired to GTL and applied towards the established GTL Advance Pay account. Then the ward could begin to make calls to the called party again.
9. If the called party has questions or wants to check the balance of their account, they can **contact GTL two ways: (1) by phone by calling the GTL Customer Service number at 866-770-4896 or (2) by e-mailing GTL at [AdvancePayInternational@gtl.net](mailto:AdvancePayInternational@gtl.net).**
10. **GTL closes all accounts that have no activity after 90 days.** The called party would need to contact GTL Customer Service (see #9 above) to request a refund for the balance that is in their GTL Advance Pay account. GTL will issue all refunds in the form of "Western Union Quick Cash" to the called party's designated participating Western Union agent. The refund is subject to currency fluctuations and Western Union transaction fees.