



NOTICE TO WARD FRIENDS AND FAMILY

Effective December 17, 2009 ward telephones will be able to make collect calls to cell phones. A Global Tel*Link (GTL) direct bill account will need to be established so that GTL could bill the called party for the collect calls.

Required Action by Called Party:

1. Have a current copy of your cell phone bill with you;
2. Call GTL Customer Service at **1-888-415-0377** to set up a direct bill account for your cell phone number;
3. You may be required to provide a current copy of your cell phone bill to GTL. This can be done by: Fax at **1-866-262-9123**; or E-mail at WirelessActivations@gtl.net
4. Once GTL receives the current cell phone bill and the billing name and address are verified, a GTL direct bill account may be established.

Restrictions:

- The complete name and street address of the customer’s primary residence must be included on the cell phone bill. No post office boxes can be used for an account address.
- Direct bill accounts will be set up to cell phone customers with service from major cell phone companies such as AT&T, Sprint, Verizon, T-Mobile, and Alltel.
- Direct bill accounts will not be set up to customers who have prepaid cell phones or other similar non-subscription cell phone services.
- Initially, GTL direct bill accounts will be set up with a \$100 monthly use limit. Customers can contact GTL to increase their limit after three months of having their account in good standing.

Please note: If a ward calls a cell phone number that does not have a GTL direct bill account, then GTL’s automated system will call the cell phone number (dialed by the ward) and leave a message to call GTL to set up a direct bill account in order to receive collect calls on their cell phone.

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Current and past GTL Notices can be found on the CDCR web-site at:
http://www.cdcr.ca.gov/Visitors/Receiving_Calls_From_Inmates_and_Wards.html

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Global Tel*Link Contact Information:
www.correctionsgtl.com

Toll Free Number: 1-888-415-0377
Hours of Operation (Central Standard Time)
Monday-Friday, 7am to 11pm;
Saturday/Sunday, 8am to 7pm

Payment Address: GTL Direct Bill Service Dept.
P.O. Box 173075
Denver, Colorado 80217