



General Instructions and Credit Policy To Receive a Refund From Correctional Billing Services for Your CBS Account

Since the facility you have been receiving calls from has had a telephone platform system change to Global Tel*Link, any funds you have left in your CBS account cannot be applied to future calls you wish to receive from this facility. **The funds cannot be transferred from your CBS to a GTL account.**

To request a refund and cancel any direct billing and/or prepaid account you may have established with CBS you must contact them directly at the address and phone number provided below. They will be able to assist you with any refund you are owed.

Correctional Billing Services

P.O. Box 1010

Selma, AL 36702

Phone 1-800-844-6591

Customer Satisfaction Hours of Operation (Central Time):

Monday-Friday 7AM to 9PM

Saturday 8AM to 6PM

Sunday 8AM to 6PM

Automated System:

Always Available - Email: customer_service@correctionalbillingservices.com

To establish a new prepaid account for all calls you wish to receive going forward, you must contact GTL's AdvancePay Inmate Family Prepaid Program.

The easiest way to establish an AdvancePay account is through GTL's automated phone system with a payment of either \$25.00 or \$50.00 made via credit card. After the account has been established, additional payments may be made by calling 1-800-483-8314.

Other forms of payment accepted include: money order, check and Western Union Wire transfers. Account set-up and additional transactions can be completed via an automated operator. Customers may also contact the AdvancePay service department to make a payment.

You can contact the GTL AdvancePay Customer Service Department at the address and phone numbers provided below.

Toll Free Number: 1-866-230-7761 • Fax Number: 1-251-473-2802

Hours of operation:

**Monday-Friday, 7am to 11pm, CST
Saturday and Sunday, 8am to 7pm, CST**

Mailing Address:

**AdvancePay Service Dept.
Department 1722
Denver, Colorado 80291-1722**

Website: www.GTL.net

integrity

innovation

responsiveness

accountability

Corporate Office
2609 Cameron Street
Mobile, AL 36607
phone:1-251.479.4500
fax:1-251.473.4588
web: GTL.net