

GTL® INTERNATIONAL ADVANCE PAY®

International AdvancePay is a prepaid collect calling service for customers living outside of the United States who wish to speak with inmates of US-based correctional facilities. This service allows friends and relatives of inmates the ability to establish an AdvancePay account via Western Union from over 150 countries and territories.

How does it work?

Customers must locate a Western Union Agent and either complete a blue form with their personal information or provide the required information to the Agent. Payments cannot be made via the Western Union website. Customers must provide the following information:

Pay To Company Name: GLOBAL TEL LINK
Company Code: ADVANCE PAY AL
State: AL
Amount to be Paid: The amount the customer wishes to be applied to their AdvancePay account
Account Number: Customer's full 10 digit telephone number including 3 digit area code and seven digit phone number***

For international callers who are not in North America:

Pay To Company Name: GLOBAL TEL LINK
Company Code: ADVANCE PAY AL
State: AL
Amount to be Paid: The amount the customer wishes to be applied to their phone account
Account Number: Include 011, the Country Code, the City Code and full phone number

An inmate will only be able to use these funds to call the specific phone number the customer has used to establish their prepaid account... It takes approximately 24 hours for a money transfer to be applied to an account, after which the account holder can receive inmate calls.

How do customers find the nearest Western Union Agent Location?

Customers can visit www.payment-solutions.com and click on the "Quick Pay" option in the middle of the screen and follow instructions. Customers can also call their local information service and ask for the Western Union Agent location in their city.

****For customers with an area code prefix to their phone number e.g., Canada, Puerto Rico, USVI, visit www.westernunion.com and click on "Find Agent Location" at the top of the screen and follow instructions or call 1-800-325-6000 and press 2.****

Are there fees involved?

Yes. Western Union charges between \$10 and \$15 USD per transaction depending on the country of transaction origin.

What if the account holder sets up an account with the wrong phone number?

Customers needing assistance with accounts should contact GTL Customer Service via email at AdvancePayInternational@gtl.net. GTL can also provide our "Frequently Asked Questions" document, rate tables, and a list of countries where customers can contact GTL Customer Service via telephone (along with dialing instructions) per an e-mail request to AdvancePayInternational@gtl.net.

Customer Service by phone is also available from certain countries at 1-888-216-7423. Because dialing protocols may vary by country, customers need to check with their local phone company or request dialing protocol information by sending an email to GTL customer service at AdvancePayInternational@gtl.net. Customer Service is provided in English and Spanish.

What are the rates for these types of calls?

Please see the rate table associated with the facilities from which you expect to receive calls. All rates are in US Dollars.

Can the inmates make calls to other parties using your account?

No. Inmates can only call the phone number that is associated with the account.

Can anyone set up an account?

Generally, yes. But the correctional facility still reserves the right to block/restrict specific numbers and there may be limitations on call lengths. Also, calls are subject to monitoring and recording.

Can I get a refund on an unused balance?

Yes. Refund requests are processed by Customer Service. Refunds will be sent via Western Union Quick Cash to participating Western Union Agent locations and are subject to currency exchange. Any refunds not retrieved from the Western Union Agent within 30 days will be forfeited to GTL. Refunds requests are also subject to Western Union transaction fees. When an account balance is less than the Western Union transaction fee, a refund request will not be processed.

Can my account expire?

Yes. Any accounts that have not accepted calls within a 90-day period are subject to dissolution and forfeiture of any unused balance. No refund requests will be processed after the 90-day period.



GTL INTERNATIONAL CALL PRICING TABLE

Country	GTL Price/Min.	Country	GTL Price/Min.	Country	GTL Price/Min.
Afghanistan	\$1.50	Ghana	\$1.00	Northern Marianas Islands	\$3.40*
Albania	\$1.00	Gibraltar	\$1.50	Norway (Including Svalbard)	\$0.75
Algeria	\$1.50	Greece	\$1.00	Oman	\$1.50
American Samoa	\$3.40*	Greenland	\$1.50	Pakistan	\$1.50
Andorra	\$1.00	Grenada (Including Carriacou)	\$3.40*	Palau, Republic of	\$2.00
Angola	\$1.50	Guadeloupe	\$1.50	Panama, Republic of	\$0.75
Anguilla	\$3.40*	Guam	\$3.40*	Papua New Guinea	\$2.00
Antarctica (Casey & Scott Base)	\$2.00	Guantanamo (U.S. Naval Base)	\$2.00	(Admiralty Islands, Bougainville, New Britain and New Ireland)	
Antigua(Including Barbuda)	\$3.40*	Guatemala	\$1.50	Paraguay	\$1.00
Argentina	\$1.00	Guinea-Bissau	\$2.00	Peru	\$1.00
Armenia	\$1.00	Guinea,	\$1.50	Philippines	\$1.00
Aruba	\$1.00	People's Revolutionary Republic		Poland, People's Republic of	\$1.00
Ascension Island	\$2.00	Guyana	\$1.50	Portugal	\$0.75
Australia	\$1.00	Haiti	\$1.50	(Including Azores and Madeira Islands)	
Austria	\$1.00	Honduras	\$1.50	Puerto Rico	\$3.40*
Azerbaijan	\$1.50	Hong Kong	\$0.75	Qatar	\$1.50
Bahamas	\$3.40*	Hungary	\$1.00	Reunion Island	\$2.00
Bahrain	\$1.50	Iceland	\$1.00	Romania, Socialist Republic of	\$1.50
Bangladesh, P.R.of	\$1.50	India	\$1.00	Russia	\$1.50
Barbados	\$3.40*	Indonesia	\$1.50	Rwanda	\$1.50
Belarus	\$1.50	Iran	\$1.50	San Marino	\$1.00
Belgium	\$1.00	Iraq	\$1.50	Sao Tome	\$3.00
Belize	\$1.50	Ireland	\$0.75	Saudi Arabia	\$1.50
Benin, P.R.of	\$1.50	Israel	\$1.00	Senegal Republic	\$2.00
Bermuda	\$3.40*	Italy	\$0.75	Seychelles Islands	\$2.00
Bhutan	\$1.50	Ivory Coast, Republic of	\$1.50	Sierra Leone	\$2.00
Bolivia	\$1.00	Jamaica	\$3.40*	Singapore, Republic of	\$0.75
Bosnia-Herzegovina,R.of	\$1.50	Japan (Including Okinawa)	\$0.75	Slovakia	\$1.00
Botswana	\$1.50	Jordan	\$1.00	Slovenia, Republic of	\$1.00
Brazil	\$0.75	Kazakhstan	\$1.50	Solomon Islands	\$3.00
British Virgin Islands	\$3.40*	Kenya, Republic of	\$1.50	Somali Republic	\$1.50
(Including Anegada, Camanoe Island, Guana Island, Jost Van Dyke, Little Thatch, Marina Cay, Mosquito Island, North Sound, Peter Island, Tortola and Virgin Gorda)		Kiribati	\$2.00	South Africa, Republic of	\$1.00
Brunei	\$1.50	Korea, North	\$2.00	Spain	\$0.75
Bulgaria	\$1.50	Korea, South	\$0.75	(Including Balearic Islands, Canary Islands, Ceuta and Melilla)	
Burkina Faso	\$1.50	Kuwait	\$1.50	Sri Lanka, Democratic Socialist	\$2.00
Burma (Myanmar)	\$1.00	Kyrgyzstan	\$1.50	St. Helena, Republic of	\$3.00
Burundi	\$1.00	Laos	\$1.50	St. Kitts	\$3.40*
Cambodia	\$1.50	Latvia	\$1.50	St. Lucia	\$3.40*
Cameroon	\$1.50	Lebanon	\$1.50	St. Pierre & Miquelon	\$1.50
Canada	\$3.40*	Lesotho	\$1.50	St. Vincent and The Grenadines	\$1.50
Cape Verde Islands	\$1.50	Liberia	\$1.50	Sudan	\$1.50
Cayman Islands	\$3.40*	Libyan Arab People's Socialist Jamahiriya	\$2.00	Suriname, Republic of	\$1.50
Central African Republic	\$1.50	Liechtenstein	\$1.00	Swaziland	\$1.50
Chad, R.of	\$1.50	Lithuania	\$1.50	Sweden	\$0.75
Chile	\$1.00	Luxembourg	\$1.00	Switzerland	\$0.75
China, P.R.of	\$1.00	Macao	\$1.00	Syrian Arab Republic	\$1.50
Christmas & Cocos Islands	\$1.00	Macedonia,	\$1.50	Taiwan	\$0.75
Colombia	\$0.75	Former Yugoslav Republic of		Tajikistan	\$1.50
Comoros,	\$1.50	Madagascar,	\$2.00	Tanzania	\$2.00
Federal and Islamic Republic of		Democratic Republic of		Thailand	\$1.00
Congo (Zaire), Dem Rep of	\$1.00	Malawi	\$1.50	Togo, Republic of	\$2.00
Cook Islands	\$1.50	Malaysia	\$1.00	Tokelau	\$2.00
Costa Rica	\$0.75	Maldives, Republic of	\$1.50	Tonga Islands	\$2.00
Croatia, R.of	\$1.00	Mali, Republic of	\$1.50	Trinidad & Tobago,	\$3.40*
Cuba	\$2.00	Malta, Republic of	\$1.50	Tunisia, Democratic Republic of	\$2.00
Cyprus	\$1.00	Marshall Islands	\$1.50	Turkey	\$1.00
Czech Republic	\$1.50	Mauritania,	\$2.00	Turkmenistan	\$1.50
Denmark	\$0.75	Islamic Republic of		Turks & Caicos Islands	\$3.40*
Diego Garcia	\$2.00	Mauritius	\$2.00	Tuvalu	\$2.00
Djibouti, R.of	\$2.00	Mayotte Island	\$1.50	Uganda	\$1.50
Dominica	\$3.40*	Mexico Bands 1-3	\$0.75	Ukraine	\$1.50
Dominican Republic	\$3.40*	Mexico Bands 4-8	\$0.75	United Arab Emirates	\$1.50
East Timor	\$2.00	Micronesia	\$2.00	(Abu Dhabi, Ajman, Dubai, Fujairah, Ras al Khaimah, Sharjah and Umm al Qaiwain)	
Ecuador	\$1.50	Moldova	\$1.50	United Kingdom	\$0.75
Egypt, Arab Republic of	\$1.20	Monaco	\$1.00	(Including the Channel Islands, England, Isle of Man, Northern Ireland, Scotland and Wales)	
El Salvador	\$1.00	Mongolian People's Republic	\$1.50	Uruguay	\$1.00
Equatorial Guinea, R.of	\$1.50	Montenegro	\$1.50	US Virgin Islands	\$3.40*
Eritrea	\$1.50	Montserrat	\$3.40*	Uzbekistan Tashkent	\$1.50
Estonia	\$1.50	Morocco,Kingdom of	\$1.50	Vanuatu, Republic of	\$3.00
Ethiopia	\$1.50	Mozambique	\$1.50	Vatican City	\$0.75
Faeroe Islands	\$1.50	Myanmar	\$1.00	Venezuela	\$0.75
Falkland Islands	\$2.00	Namibia	\$1.50	Vietnam, Socialist Republic of	\$1.50
Federated States of Micronesia	\$2.00	Nauru	\$3.00	Wallis & Fortuna Islands	\$3.00
Fiji Islands	\$2.00	Nepal	\$1.50	Western Samoa	\$2.00
Finland	\$0.75	Netherlands	\$0.75	Yemen, Republic of	\$1.50
France	\$0.75	Netherlands Antilles	\$1.00	(Including Aden & Almahrah)	
French Antilles	\$1.00	(Bonaire, Curacao, Saba, St. Eustatius and St. Maarten)		Yugoslavia, Federal Republic of	\$1.50
(Martinique, St. Barthelemy and St. Martin)		Nevis	\$3.40*	Zaire, Republic of	\$1.50
French Guiana	\$1.50	New Caledonia	\$2.00	Zambia	\$1.50
French Polynesia	\$1.50	New Zealand	\$0.75	Zimbabwe	\$1.50
(Including the Islands of Moorea and Tahiti)		(Including Chatham Island)			
Gabon Republic	\$1.50	Nicaragua	\$1.00		
Gambia	\$1.50	Niger, Republic of	\$1.50		
Georgia	\$1.50	Nigeria, Federal Republic of	\$1.50		
Germany	\$0.75	Niue	\$3.00		
		Norfolk Island	\$2.00		

* Flat Rate
Applicable taxes and fees may apply.

