

General Instructions and Credit Policy To Receive a Refund From Digital Solutions / Inmate Telephone Inc. for your ITI 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 ITI account cannot be applied to future calls you wish to receive from this facility. The funds cannot be transferred from your ITI to a GTL account.

To request a refund and cancel any direct billing and/or prepaid account you may have established with ITI 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.

ITI Bill Pay – Inmate Telephone Incorporated P.O. Box 1827 Altoona, PA 16603 Phone 1-814-949-3303

Monday - Friday, 7:00 am - 6:00 pm (EST) Closed on major holidays. Automated System:

Always Available - Email: https://www.inmatetelephone.com/itibillpay

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, 8am to 12am, EST Saturday and Sunday, 9am to 8pm, EST

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: 251.479.4500 fax: 251.473.4588

web: GTL.net
Rev.8/26/08