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