

EXHIBIT 9

*Global Tel*Link Web FAQ*

PRISON
POLICY INITIATIVE

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Help - Frequently Asked Questions

Have a question? Find the answers you're looking for here. If you can't find an answer to your question, feel free to contact Customer Service, and we will provide you with a timely answer.

Frequently Asked Questions

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General Account Questions

Q. What is OffenderConnect?

A. OffenderConnect is the fast, easy way for family and friends of inmates to stay connected with incarcerated loved ones. Current services include creating a pre-paid phone account to receive calls on specified phone numbers and the ability to make a deposit to an inmate's commissary account. Additional services will be added in the future.

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Q. How can I find out what facilities participate?

A. For a list of participating facilities and what services are available at each, click on the Locations Tab from the OffenderConnect.com homepage. Select a state from the dropdown to display a list with all participating facilities and available services.

Q. What if my facility does not participate in a service or is not on the list?

A. If your facility is not on the list or does not accept a particular service, speak with a representative from the facility to request the service you need.

[▲ back to top](#)**Q. Why do I need to create an OffenderConnect account if I already have an ITI BillPay / Inmate Banker account?**

A. OffenderConnect provides you access to multiple connection services from one single login. Once you create a new OffenderConnect account, you will be able to transfer any existing ITI BillPay and/or Inmate Banker accounts to your new account and manage all your account activity from one site. When you merge your previous accounts, all of your existing account information is transferred to your new OffenderConnect account, including your recipient lists, saved credit card information and previous monthly statements.

[▲ back to top](#)**Q. How do I create an OffenderConnect account?**

A. To create a new account, simply click the Sign Up Now button on any page or you can click the Sign Up tab in the top menu. You must click Accept on the Terms of Use screen to progress with your Account Setup. Follow the instructions in the Sign Up process to complete your account creation.

[▲ back to top](#)**Q. What is my User ID?**

A. Your User ID is needed to login to your account each time. You may choose your own User ID during the Sign Up process. Your User ID must be 8 characters in length and must be unique. Your User ID is case-sensitive. Once you complete the Sign Up process, your User ID cannot be changed.

[▲ back to top](#)**Q. Why do you need my email address?**

A. Once you complete the Sign Up process to create your account, a confirmation email is sent to the email address you provided on the Account Setup screen. You must access this email and click the link provided to complete your OffenderConnect Account Setup. You may update the email address associated with your OffenderConnect account any time by logging in to your account and clicking on Account Settings under the Account Home menu.

[▲ back to top](#)**Q. What is my Password?**

A. Your Password is needed to login to your account each time. You may choose your own Password during the Sign Up process. Your Password must be 8 characters in length with at least one character being a number. Passwords are case-sensitive.

[▲ back to top](#)**Q. How do I merge my existing ITI BillPay account with my new OffenderConnect account?**

A. During the Sign Up process, there is a section called Phone Account. If you have an existing ITI BillPay account, mark the checkbox in this section. Fields will appear for you to enter your Phone Number and ITI BillPay Password for your existing account.

If you have other ITI BillPay accounts that you would like to merge into your OffenderConnect account, you may merge them after your OffenderConnect account is created. Once you are logged into your OffenderConnect account, click on Phone Setup under the Phone menu and then click the Merge Account button. Enter the Phone Number and ITI BillPay Password for your existing account and click the Next button to verify all information. When the merge is complete, you will receive a confirmation message. Continue this process until all your previous ITI BillPay accounts are merged with your OffenderConnect account.

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Q. How do I merge my existing Inmate Banker account with my new OffenderConnect account?

A. During the Sign Up process, there is a section called Inmate Banker Account. If you have an existing Inmate Banker account, mark the checkbox in this section. Fields will appear for you to enter your Account Number and Inmate Banker Password for your existing account.

You may add your Inmate Banker accounts to your OffenderConnect account at any time by logging into your account, clicking on Account Settings under the Account Home menu and applying these same instructions to the Inmate Banker Account section.

**Q. What happens to my previous ITI BillPay / Inmate Banker account?**

A. Once you create a new OffenderConnect account and merge your previous ITI BillPay and/or Inmate Banker account(s), all your existing account information is transferred to your new OffenderConnect account, including your recipient lists, saved credit card information and previous monthly statements.

**Q. Do I have to merge my ITI BillPay and/or Inmate Banker account(s) to my new OffenderConnect account?**

A. If you want to continue receiving calls on a Phone Number you set up on your ITI BillPay account or if you want to continue to have access to your statement history, you must merge your ITI BillPay and/or Inmate Banker account(s) to your new OffenderConnect account. If you have not yet merged your accounts, follow the instructions listed under [How do I merge my existing ITI BillPay account?](#) or [How do I merge my existing Inmate Banker account?](#)

**Q. What if I forgot my User ID?**

A. If you forgot your User ID, click on the [Forgot your User ID?](#) link in the Access My Account section on the OffenderConnect.com homepage. You will be taken through the User ID Recovery process and asked to provide the Email Address associated with your account as well as your Password. Your User ID will be emailed to you. If you no longer have access to the Email Address associated with your OffenderConnect account, you may contact Customer Service for assistance.

**Q. What if I forgot my Password?**

A. If you forgot your Password, click on the [Forgot your Password?](#) link in the Access My Account section on the OffenderConnect.com homepage. You will be taken through the Password Recovery process and asked to provide your User ID. Next you will be asked to provide the Answer to the Security Question you created during your Account Setup process. When you provide the correct Answer to the Security Question, your password will be sent to the Email Address associated with your account. If you no longer have access to this Email Address, you may contact Customer Service for assistance.

**Q. How do I change my Password?**

A. If you would like to change your password, login to your account and go to Account Settings under the Account Home menu. Under the Password Information section, click the [Change Password](#) link. You will be taken through the Change Password process and asked to provide your Current Password as well as your New Password. New Passwords must be a minimum of 8 characters in length with at least one number. Passwords are case-sensitive.

**Q. How do I update my Address, Email or other Account information?**

A. To update your address or email information, login to your account and go to Account Settings under the Account Home menu. You can update account information such as your Address, Phone Number, Email Address, Password and Security Question/Answer.

**Q. How do I change my First/Last Name on my account?**

A. For security purposes, you are not able to change your First or Last Name for your account online. If you need to update this information, please contact Customer Service to speak with a representative.

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Q. Do I have to make all payments online?

A. Once you have created an OffenderConnect account, you have the option of making payments online or you can contact Customer Service at (814)949-3303 to make a payment for your DSI-ITI, LLC. Phone Service. All Offender Trust Fund transactions must be made online or at an OffenderConnect Kiosk.

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Q. What forms of payment are accepted?

A. We accept Money Grams, Money Orders, Western Unions and all major credit cards. We only accept personal checks once an account payment history has already been established. A minimum of \$30.00 is suggested for all Money Gram, Money Orders and Western Union transactions. Any amount below \$30.00 for these types of payments may be charged a \$5.00 processing fee.

Money Gram

Receive Code: 3586

Pay To: DSI-ITI, LLC.

Account #: Your Phone Number, including the Area Code

Attention: Name of Facility

City: Altoona

State: PA

Money Orders

Mail To: PO Box 2868, Mobile, AL 36652

Somewhere on the Money Order, you need to identify the name of the Facility and the Phone Number you wish to apply the payment to.

Western Union

Blue Quick Collect Form

Pay To: DSI-ITI, LLC.

Code City: ITI

Attention: Name of Facility

Account #: Your Phone Number, including the Area Code

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Q. How long will it take for my payment to be applied to my account?

A. Payments are typically applied to your account within one business day.

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Q. How do I add, edit or delete saved credit cards on my OffenderConnect account?

A. In order to complete any service transaction, you must have a credit card saved on your account. To add a credit card to your account, login to your account and click Manage Cards from the Account Home menu. Click the Add button to be taken through the process of adding a new credit card.

You may click the Edit button to update information for a saved card or click the Delete button to remove the card from your saved cards list. Remember, you must have at least one saved card on your account to use any of the OffenderConnect Services.

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Q. How do I add or delete recipients on my OffenderConnect account?

A. To add or delete recipients from your OffenderConnect account, login to your account and click Manage Recipients under the Account Home menu. This will take you to the Manage Recipients section where you can add or remove Recipients from your Recipients List. From there you will click the Add button, search and select the recipient you wish to add, verify and submit your request.

Once a recipient is added to your account you may select the Remove button from the desired recipient row to remove them

Once a recipient is added to your account, you may select the Remove button from the desired recipient row to remove them from your list.

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Q. How do I sign up for new services?

A. When you login to your account, your Account Summary screen displays a list of all services offered through OffenderConnect. You may sign up for any service by clicking on the Sign Up Now button under a service heading or by clicking on the service name in the left menu. The first time you use a service, you will automatically be taken through a Setup process for that service. Once your setup is complete, your Account Summary screen will display your recent activity for that particular service.

To find out if a particular service is available at your facility, click on the Locations in the left menu to search for participating Facilities. If your facility is not on the list or does not accept a particular service, speak with a representative from the facility to request the service you need.

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Q. What is a Security Code?

A. The Security Code is an additional piece of information added to a credit card to help prevent fraud. It is a three-digit security code that is on the back of credit cards (four-digits on the front of American Express). The number appears in reverse italic at the top of the signature panel at the end (above the last set of numbers on American Express). This program helps validate that a genuine card is being used during a transaction. uses the code when a payment request is made. You **must** provide this value for every transaction.

For an example of a Security Code [Click Here](#).

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Q. How do I contact Customer Service?

A. To reach Customer Service by phone, email or mail, you may click the Contact Us link on the header of any page. Our contact information is listed on this page.

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Q. How do I ask a question?

A. Click on the link labeled "Contact Us" at the top of the page. Our contact information is listed on this page.

If you would like to send us an email click on the "Ask Question" link where you will be taken to our form mail page.

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Q. What should I do if I have not received my activation email or the email to reset my password?

A. If you have not received an activation or password reset email from OffenderConnect please check your junk mail folder. After 24 hours, if you have still have not received an activation or password reset email contact our Customer Support Department by calling 1-814-949-3303, Monday - Friday, 8:00 am - 8:00 pm (EST).

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GTL/DSI-ITI Questions

Q. Why did I receive this letter?

A. You currently receive correctional telephone calls from a facility serviced by DSI (Digital Solutions, Inc.) or ITI (Inmate Telephone Incorporated). This letter was sent out simply as a courtesy to our customers, and to comply with federal regulatory requirements. **Your correctional telephone services will not change in any way at this time.**

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Q. What does this letter mean?

A. This letter advises you that DSI (Digital Solutions, Inc) and ITI (Inmate Telephone Incorporated) will be aquired on or about June 15, 2010. The new company will operate as an affiliate of Global Tel*Link, however the new company will continue to operate as a separate entity. **All DSI and ITI customer services will remain the same as they exist today**

operate as a separate entity. All DSI and ITI customer services will remain the same as they exist today.

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Q. Do I need to do anything?

A. No, you do not need to do anything in response to this letter. If you have a current account in good standing with DSI (Digital Solutions, Inc.) or ITI (Inmate Telephone Incorporated) you will continue to receive your correctional telephone calls with no action required on your part.

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Q. How is this going to affect my account and my phone calls?

A. All of your account management capabilities will remain the same at this time.

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Q. Will I now be able to call GTL and get help with my account?

A. Please see the [Contact Us](#) popup for the appropriate email address and/or phone number to use to when contacting GTL.

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Q. Will your customer service phone numbers be changing?

A. No. You will continue to call the same DSI-ITI customer service telephone numbers that you have called in the past.

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Q. What "other advanced services" will be offered as mentioned in the letter?

A. Those "advanced services" will be offered in the future. At this time, no additional or new services will be offered.

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Q. Will there be a new address for sending payments?

A. No. At this time you will continue to make payments to DSI-ITI exactly as you have done in the past.

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Q. Will there be any additional ways for me to make payments?

A. No. At this time DSI-ITI will continue to provide the same payment methods currently available. Payments can be made with American Express, MasterCard, Visa, Western Union, Money Gram, Money Order, or personal check.

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Q. Can I still use www.offenderconnect.com or is there a new website?

A. Yes, you will still be able to visit us online at www.offenderconnect.com and access all of the same convenient account services offered today. You will not need to sign up for a new account. You will not be directed to a new website.

All of your account management capabilities will remain the same at this time.

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Q. Will the customer service hours of operation change?

A. No. DSI-ITI customer service hours will not change at this time. You may contact DSI-ITI customer service between 8:00 AM and 8:00 PM Eastern Standard Time Monday through Friday.

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Q. I have a line of credit with ITI. Can I still use my line of credit with the new company?

A. At this time, no changes will apply to any DSI-ITI accounts.

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Q. Can I transfer funds between my DSI-ITI account and a Global Tel*Link account?

A. No. Since we operate separately from Global Tel*Link, you will not be able to transfer funds between the two companies.

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Q. Will my call rates stay the same?

A. Your call rates will NOT change at this time.

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Q. Will I still be able to make payments at the jail through your on-site kiosk?

A. Yes, if the DSI-ITI facility from which you receive calls currently has an on-site kiosk available, you may continue to use that kiosk to deposit money into your account.

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Phone Account Questions**Q. Does an inmate need to contact me first before I can setup a Phone Account?**

A. No, you may set up an account without the inmate having to contact you first.

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Q. How do I setup my Phone Account?

A. To setup a new Phone account, login to your OffenderConnect account and either click on the Sign Up Now button on your Account Summary screen or click Phone Account from the left menu.

The first time you select one of these options, you will automatically be taken through the Phone Setup process. During this process, you will be asked to enter the Phone Number you wish to create an account for, select your statement option and enter the address associated with the Phone Number. Next, you will be asked to select the State/Facility you wish to make the number available to. If an attempt to contact you has already been made from a Facility, details regarding that attempt will be available under the Recent Attempts section. If no attempted contact has been made from a Facility, select the State/Facility for which you wish to make your Phone Number available.

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Q. Can I have more than one Phone Number setup on my OffenderConnect account?

A. You may setup as many Phone Numbers and/or Facilities on your account as you would like. Each account must have funds available on it in order for you to receive calls to that Phone Number from the Facility.

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Q. How do I make a payment to my Phone Account?

A. Once your Phone account is setup or your previous ITI BillPay account is transferred, you may make a payment by clicking the [Make a Payment](#) link on your Phone Setup Confirmation screen or your Account Summary Screen. You may also click the Make a Payment left menu item under the Phone Account section. You will be taken through the Make a Payment process where you will select the Phone Number and Facility for your payment. You will then be asked to select a credit card from your saved cards. If you do not have a credit card saved yet, click the [Add a Credit Card](#) link under the Payment Information section or click [Manage Cards](#) under the Account Home menu.

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Q. Can I request a Line of Credit?

A. In order to receive a Line of Credit, we need to perform a credit check. This check must confirm that you have at least 2 to 3 years of good credit history on 4 to 5 major accounts, such as bank loans, house loans, major credit cards, etc. We will also check to see if you have any payment delinquencies, charge offs or bankruptcies. If the credit check shows you have good credit, we will extend you a Line of Credit to allow you to receive calls and be billed for them later. If your credit check shows you have bad credit, you will be charged a \$15.00 fee to cover the costs of running the credit check.

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Q. What is my Billing Address?

A. Your Billing Address refers to the address where you receive your credit card statements or the address associated with your credit card. In order to process a credit card payment online, the address you enter must match the address associated with your credit card statements.

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Q. What are the rates for my phone calls?

A. Rates vary by facility. To find out what your rates are, listen to the prompts (when the inmate calls you) and press the corresponding number to learn what your call rates are before you accept the incoming call. You may also contact Customer Service to request the rates for your Facility.

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Q. Can I call the inmate or does the inmate always have to call me?

A. Calls can only be made from the inmate to the Phone Number(s) you have setup on your account. You are not able to call the inmate directly.

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Q. What is my call is cut off or disconnected?

A. If your call is cut off or disconnected prematurely less than 5 minutes after you were connected, you may contact Customer Service or email us as support@OffenderConnect.com to request an investigation. You will need to identify the date/time of the call as well as the facility and the inmate's first and last name. There are NO refunds for lost/dropped calls made to a cell phone due to poor reception or a bad line.

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Q. Can I use a cell phone to receive calls?

A. Each facility has different rules regarding allowing calls to be made to cell phones. Contact your facility to learn their policy regarding cell phones.

If your facility approves the use of cell phones, you may add the number to your Phone Account. There are NO refunds for lost/dropped calls made to cell phones due to poor reception or a bad line.

Custom ringback tones (the sound heard by the calling party when they dial your number) may prevent your call from being received and could possibly put a block on your phone number. It is advised that you remove all custom ringback tones on your phone.

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Q. What if the Phone Number I try to set up is associated with another account?

A. If you try to set up an Phone Account for a Phone Number that is already associated with an existing ITI BillPay account, you will receive an error message stating that "The Phone Number is associated with an ITI BillPay account. Please enter the ITI BillPay password." You will need to enter the password from your ITI BillPay account in order to proceed in merging this account with your new OffenderConnect account. If you have questions, you may contact a Customer Service Representative.

If you try to set up an Phone Account for a Phone Number that is already associated with an existing OffenderConnect account, you will receive an error message stating that "You cannot add this Phone Number because it is associated with another User's Account." If you receive this error message, you may contact a Representative at Customer Service to investigate the issue.

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Q. How do I block my phone number from an inmate and/or facility?

A. You may block your phone number from an inmate and/or facility by listening to the prompts on the line and pressing the corresponding number to have the inmate and/or facility blocked.

You may also request your number to be blocked by printing a copy of your phone bill and mailing it to us. The copy of the bill

must show that you are the owner of the phone line by including the page with your name, address, and the phone number. On your bill, you will need to write: "I want my calls blocked from _____ facility". Then sign and date your request before mailing it to: PO Box 2868, Mobile, AL 36652. **If you want multiple phone numbers blocked from a specific facility, you must send a copy of each phone bill per phone number you want blocked.

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Q. How do I unblock my phone number?

A. In order to receive calls on your phone number, you must have money on your account. If there is not enough money on your account to support a five minute phone call, your call will not go through. Check the rates for your phone calls to ensure you meet the minimum requirement for a five minute phone call.

If you have enough money on your account and your calls are still being blocked, please contact Customer Service or email us at support@OffenderConnect.com to request your number be unblocked. In order to unblock your phone number, we will need your phone number, the facility that you are trying to receive calls from, as well as the inmate's first and last name. Once we receive your request, your phone number will be unblocked within one business day.

If you intentionally blocked your phone number from an inmate and/or a facility, you will need to mail a copy of your phone bill to us. Include the page of the bill that shows you are the owner of the phone with your name, address, and phone number on it. On the bill, you will need to write: "I want to unblock calls from _____ facility". Sign and date the request before mailing it to: PO Box 2868, Mobile, AL 36652.

If your number was blocked by the Facility, you must contact the Facility to have your number unblocked.

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Q. How will the inmate know I have created a phone account for them and they can now make calls to me?

A. We do not have contact with any inmates, therefore there is no way for inmates to be notified when the account has been setup and they can begin making calls. You are responsible for notifying them by mail or other means.

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Q. What if I have set up my phone number on my Phone Account but am unable to receive calls?

A. There are several possible reasons why you may not be able to receive calls at your phone number.

First, make sure your number is not blocked by ensuring you have enough money on your account and go through the steps for how to [unblock your phone number](#).

You should also make sure that your phone number is set up for the correct facility that houses the inmate. If the inmate is in a different facility than the one you created an account for, you will need to transfer your balance to the correct facility in order for you to receive phone calls.

If you are still unable to receive calls after following these steps, you may contact Customer Service for assistance.

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Q. How do I transfer my balance to another phone number or facility?

A. In order to transfer a balance from one phone number to another or from one facility to another, you **MUST** have at least 2 accounts on your Phone Account - one for the account you wish to transfer the balance from, and one for the one you want to transfer your balance to.

To transfer funds, click Close Account under the Phone Account menu. Follow the Close Account process instructions by selecting the radio button next to the phone number you wish to transfer funds from. Select the radio button next to "I want to transfer my account to a different phone number". Then select the radio button for the phone number/facility you wish to transfer the funds to. Verify the information is correct before receiving your confirmation that the balance will be transferred.

Your balance will be transferred within 2-3 business days.

The phone number/facility you select to transfer FROM will be closed out and removed from your account. In order to view statements and/or make payments onto that same phone number, you will need to [set up the phone number](#) again.

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Q. How do I view my Phone Account Statements online?

A. To view your Phone Account Statement online you may click the [View Statement](#) link under Quick Links from your Account Summary screen, or you may click on the Phone Statement link under the Phone Account menu. Both options will take you to your online statement.

Select the Phone Number of the Statement you wish to review as well as the Statement Month before clicking the View button for a PDF copy of your statement. In order to view your statements, you must have a PDF viewer. To download a free viewer you may go to: <http://get.adobe.com/reader/>

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Q. Can I receive paper statements in the mail?

A. You may opt to receive a paper statement by mail when you complete the Phone Setup process. There is a \$2.50 charge applied to each paper statement.

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Q. How do I change from receiving paper statements to electronic statements or vice versa?

A. You may change the way you receive your Phone Statement at any time. Login to your OffenderConnect account and click Phone Setup under the Phone Account menu. If this is your first time setting up a phone number, follow the steps in [How do I setup my Phone Account](#).

If you have already setup at least one Phone Number, you will see each Phone Number, associated Facility and Statement Option listed on the screen. Select the radio button next to the account you would like to update and then click the Edit button. You are able to modify whether you receive paper or electronic Statements and update the address associated with that Phone Number.

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Q. Do I have to receive a statement if I do not want one?

A. We are required to send you a statement, either electronically or by mail.

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Q. What is a Carrier Cost Recovery Fee and why does it appear on all my statements?

A. The Carrier Cost Recovery Fee is a \$2.50 flat fee that may be applied to every monthly statement. This fee goes toward covering service costs on the phone lines, line charge fees, and other regulatory fees.

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Q. How do I view details for my Recent Activity on my Phone Account?

A. Recent Activity on your Phone Account appears on your Account Summary screen. You may view additional details on all your Recent Activity for your Phone Account(s) by clicking Recent Activity under the Phone Account menu.

To view your Recent Activity, select the Phone Number you wish to view details for. You will be able to view the amount of money available for calls to each facility you have assigned to the selected phone number as well as a list of the five most recent transactions made to that account.

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Q. How do I close/delete my Phone Account?

A. If you would like to close/delete your Phone Account completely without transferring the balance to another phone number and/or facility, you may request a refund to be sent to you.

Login to your account and select Close Account from the Phone Account menu. Follow the Close Account process instructions by selecting the radio button next to the phone number/facility you wish to close your account with. Select the radio button next to "I want to close my account and receive a refund in the mail". Follow the close out process (verify and confirm) to receive your refund check in the mail and then click the Next button to verify all information is correct. If the address listed is not correct, follow the instructions under [What if the Address my refund is being sent to is incorrect](#) before you close your account.

You will receive a prepaid card in the mail within 6-8 weeks at the address specified in your Account Settings. The prepaid card will contain your refund amount as a preloaded balance.

CLOSING YOUR ACCOUNT: For most facilities, you must close your account within Ninety (90) days of the account's last use to receive a refund. Any accounts that have no activity for Ninety (90) days or more will be automatically closed and any money remaining on the account will be forfeited and considered a closing transaction fee. If you owe a balance after the account is closed, you will receive a final invoice. However, some facilities have intervals longer than 90 days. Please call GTL customer service if you have a question about the interval for submitting refund requests for your facility.

Note: When you close/delete a phone number, it WILL be removed entirely from your account.

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Q. What if the address my refund is being sent to is incorrect?

A. Refund Debit MasterCard are automatically sent to the address specified in your Account Settings. If this address is incorrect or not up to date, follow the instructions under [How do I change my account information?](#)

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Q. Can my refunded balance be credited directly to my credit card?

A. We are not able to refund your money back to a credit card. If you would like to close out your account, we will send you a Western Union Debit MasterCard, which you will receive within 6-8 weeks.

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Q. What if I have not received my refund Debit MasterCard?

A. Refund are mailed within 6-8 weeks of you closing your account. If you have not received your refund check within eight weeks, contact a Customer Service Representative for assistance.

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Q. Can I transfer a balance on my Phone Account to an inmate's commissary account?

A. You cannot transfer a balance from your Phone Account to an inmate's commissary account. If you wish to [close your Phone Account](#), you may either transfer the balance to another phone number or receive a refund check.

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Q. What are service fees and why am I being charged for them?

A. OffenderConnect is committed to providing customers a range of options for applying money to and managing their accounts. The transaction fees help to offset the cost of providing several convenient automated payment channels for credit card customers, the cost of providing processing by live operators, and the cost of increased security and fraud protection for your safety. OffenderConnect will continue to invest in improving our customers' access to family, friends, and other loved ones that are incarcerated by providing a broad set of systems and methods to manage their phone accounts. A fee will apply to each payment made with a credit card.

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Q. In what states are you tariffed?

A. Click on the link below to view our current tariffs.

[DSI-ITI, LLC's Current Tariffs](#)

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Offender Trust Fund Account Questions

Q. Can inmate's use money I transfer to them to call me?

A. If the facility housing the inmate allows for debit calling, the inmate should be able to use their commissary money to make phone calls. Check with your local facility for more information.

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Q. How do I view my Offender Trust Fund Statement online?

Q. How do I view my Offender Trust Fund Statement online?

A. To view your Offender Trust Fund Statement online, you may click on the View Statements link under Quick Links from your Account Summary screen or you may click on Transfer Statement under the Offender Trust Fund menu. Both options will take you to your online statement.

You may filter your list by selecting a single Recipient or All Recipients from the dropdown. You may also specify a date range. If these fields are left empty, all Recipients and dates will appear on your Statement. Click the View button to see a copy of your Statement.

In order to view the Statement, you must have PDF viewer installed on your computer. To download a free viewer you may go to: <http://get.adobe.com/reader/>.


Q. How do I view my Recent Activity for my Offender Trust Fund Account?

A. Recent Activity on your Offender Trust Fund Account appears on your Account Summary screen. You may view additional details on all your Recent Activity for your Offender Trust Fund Account by clicking Recent Activity under the Offender Trust Fund menu.

To view your Recent Activity, select the recipient you wish to view details for. You will be able to view the total payments made to the recipient as well as a list of all recent transactions and transaction status.


Q. How do I add or remove inmates on my Recipient List?

A. When you make a deposit to an inmate's commissary account, that inmate's name is added to your Recipients List. The next time you wish to make a deposit, you will not be required to search for the same inmate again and can simply select the name from your Recipient List.

If you no longer want an inmate's name to appear on your Recipient List, click on Manage Recipients under the Account Home menu. Here you will find a table containing inmate's on your Recipient List. You may click the Add button to add a new inmate to your Recipient List, or you may click the Remove button to remove the inmate's name from your list.

If you remove an inmate from your Recipient List, the inmate's name will still appear on your Offender Trust Fund Statement if you have made any transactions for that inmate, but the inmate's name will not appear on your Recipient List.


Q. How soon after I make a deposit to an inmate will they receive the money?

A. When you make a deposit to an inmate, the funds are available immediately to the facility. Each facility has its own policies regarding updating the inmate's commissary account with the available funds.

To find out when the inmate has received your funds, click on the Recent Activity under the Offender Trust Fund menu. At the bottom of the screen, under the Per Transaction section, there is a Payment Status table. This table will provide you with an up-to-date status on your current transactions.

An Accepted status  shows when the inmate has received the funds.

A Pending status  shows when the facility has received your funds but has not yet updated the inmate's account.

A Rejected status  shows when your money transfer was not completed.


Q. How will I know I need to add more money to a commissary account?

A. Your Offender Trust Fund account will NOT update with an available balance on a specific inmate's commissary account. The inmate will need to contact you if more money needs to be transferred to their account.


Q. What happens to the funds on an inmate's account if they are transferred to another Facility or released?

A. If the inmate has available funds on their account when they are transferred to another Facility, the Facility will make sure that an inmate's funds are transferred to the new Facility as well. If the inmate is released from a Facility, the inmate's leftover funds are released as part of their property.

inmates are released as part of their property.

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Q. What happened to the Transfer Money menu option?

A. In order to streamline OffenderConnect, the "Transfer Money" section has been renamed to the "Offender Trund Fund" section. None of its functions have changed.

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Email Center Account Questions

Q. Can the inmate email me back?

A. The inmate is not able to email you back. If the inmate wants to respond to an email message they will have to send a hand written letter through the mail.

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Q. Can I send pictures?

A. No. Pictures, videos, additional files, or any kind of attachment is not permitted in the email.

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Q. What is the inmate's email address?

A. The inmate does not have an email address. Your email will be sent to the facilities OffenderConnect email account. The facility staff will then review your message and decide to approve or reject the email.

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Q. How long does it take for the inmate to receive the message?

A. This will be determined according to the policies of each individual facility. You will need to contact the facility for this information.

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Q. Can I receive a refund for unused stamps?

A. All unused stamps will become property of DSI-ITI, LLC. There will be no refunds given for the cash value of your unused stamps.

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Q. Why was my email rejected?

A. All email received by the facility are subject to review and approval by the participating facility staff. Inappropriate content, determined by the facility, could cause the email to be rejected.

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Q. Can anyone at the jail read my email?

A. All email sent through OffenderConnect is subject to review by the facility staff. Once approved, the email message will be delivered to the intended inmate.

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Q. Can I view my previously sent messages?

A. You can view the email messages that were sent through your Recent Activity page. You will click the Email Center link from the left side menu, and then click the Recent Activity sub menu link. You are not able to view the body of the messages, but you will be able to view a summary of your sent messages.

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Q. Can I resend a rejected message?

A. No. Email that has been sent (whether approved or rejected) will not be available to resend. You must create a new email message.

[▲ back to top](#)**Q. What are stamps?**

A. Stamps allow you to send email messages to inmates that are currently in jail. Each email message that is sent will cost a certain number of stamps. This number will be determined by the facility. In order to send an email, you must have enough stamps to support the message.

[▲ back to top](#)**Q. How many characters am I permitted to send in an email?**

A. Each email message allows a total of 2,000 characters. You may type up to 2,000 characters in a single email message.

[▲ back to top](#)**Q. What is a character?**

A. A character is a letter, number, symbol, space, or anything that is one single entry. As you compose your email message the "Characters Remaining" field will display the remaining number of characters you have left to use for your email message.

[▲ back to top](#)**Q. Can I send the message to multiple inmates?**

A. No. You will need to create a new email message for each inmate you wish to send an email to.

[▲ back to top](#)**Q. Am I limited to how many emails I can send per day/per inmate?**

A. No, the amount of email you are able to send is not limited, as long as you have enough stamps to support the emails you are sending. However, the amount of email the inmate will be able to receive per day is decided by the facility. You will need to contact the facility to find out more information.

[▲ back to top](#)**Q. How will I know when the inmate received my email message?**

A. You may check the status of your sent email on the Recent Activity page. The email will show as "Pending" until the facility has received it and approved/rejected it. Once the email is approved/rejected, the email will change from "Pending" to "Approved" or "Rejected".

This does not necessarily mean the inmate has physically received the email. A status of "Approved" only means the facility has determined your email was appropriate for delivery. Delivery to the inmate will follow the facility policies.

[▲ back to top](#)**Q. What is my email address?**

A. The email address that you will receive information at is the email address that was entered on the Account Settings page. You can change your email address by selecting the Account Home left menu item, and the Account Settings sub menu item. You will need a valid email address to receive notifications of email purchases and sent email confirmations.

[▲ back to top](#)**Q. If my email is rejected, do I get my stamps back?**

A. If an email is rejected; all stamps used for that email are forfeited. There will be no refunds for stamps used for rejected emails.

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Q. How many stamps should I buy?

A. You will need to purchase your stamps in packages. At the least, you must purchase the smallest available package. You should purchase enough stamps to cover the number of emails you wish to sent to an inmate.

[▲ back to top](#)**Q. Can I purchase just one stamp?**

A. You will need to purchase an email package. You must purchase at least the smallest package available.

[▲ back to top](#)**Q. Will the inmate see my account information when receiving an email?**

A. The inmate will be able to see your User ID, Last and First Name. We do not provide any additional information in the email message. If you want any of your information to be concealed you will have to call the jail and speak with them.

[▲ back to top](#)**Q. How does the inmate know what address to reply to my email message?**

A. If you would like a return response, the inmate will have to write a letter and send it through the mail. We will not provide the inmate with a return address. You may provide the inmate with an address in the email message you will send to them.

[▲ back to top](#)**Q. Why hasn't the inmate replied to my email?**

A. The inmate must write a letter and send it through the mail to reply to an email message. Depending on the facilities mail policies, it may take a while to get a response back.

The facility will decide when they will deliver your email message to the inmate. If you have not received a response back from the inmate (through the mail), they may not have received your email message yet. For information on email delivery policies you will need to contact the facility.

[▲ back to top](#)**Offender Phone Account Questions****Q. How will I know if my deposit is accepted?**

A. You will receive a confirmation email telling you that your deposit amount was accepted and posted to the offender account you specified.

[▲ back to top](#)**Q. What if I have a question about my deposit, or other questions about this service?**

A. You can email odrccustomerhelp@gtf.net to ask your question or call 1-800-231-0193 and select the option to speak with a representative. Please make sure you know the offender's PIN or ODRC number. It is important to note that all confirmed deposits become the property of the recipient and can be used at the recipient's sole discretion. No information beyond deposit confirmation can be provided to you.

[▲ back to top](#)**Q. How does the person I'm making a deposit for know my money has been deposited into his/her telephone account?**

A. That person can attempt to make a telephone debit call and will be informed at the beginning of that call of the money residing in the account. If that person wants to confirm that a specific deposit has been made without attempting a call, he/she can do so by making an inquiry using an automated process associated with the telephones used within the facility.

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