

GEORGIA DEPARTMENT OF CORRECTIONS

NOTICE TO FRIENDS AND FAMILY

Beginning on January 17, 2017, the inmate telephone service provider will be changing to **Securus Technologies**. In preparation for the transition, the following information is being provided:

- Friends and family members can set-up a pre-paid collect or direct bill account with Securus via phone by calling **1-800-844-6591** and via the web by visiting <https://www.securustech.net>. Friends and family members will now be allowed to add multiple telephone numbers to an individual pre-paid collect account.
- Friends and family members will need to contact Global Tel*Link at **1-866-230-7761** to receive a refund for any remaining available funds in a Global Tel*Link pre-paid collect account. **These balances will NOT transfer to the new inmate telephone service provider.**
 - Refunds are processed based on the method of original payment and may require a written request be mailed to Global Tel*Link.
 - Refunds may take up to 30 days for processing.

A NEW ADDITIONAL INMATE CALLING OPTION will be available with the Securus inmate telephone system:

- **Debit Calling** – offenders will be able to transfer money from their inmate trust accounts to inmate debit calling accounts in \$1 increments to complete telephone calls. The debit calling rates are included in the tables below.



CALLING RATES – COLLECT, PRE-PAID COLLECT, DIRECT BILLED AND DEBIT CALLS

Call Type	Per Minute Rate	Cost of a 15 Minute Call
Local	\$0.13	\$1.95
Long Distance In-State		
Mileage 0-16	\$0.13	\$1.95
Mileage 17-9999	\$0.17	\$2.55
Long Distance Out-of-State	\$0.21	\$3.15
Domestic International (US Territories Only)	\$0.21	\$3.15
Domestic International (Excluding US Territories) & Mexico	\$0.50	\$7.50
International – All Other Countries	\$0.75	\$11.25

FUNDING FEES FOR PRE-PAID COLLECT ACCOUNTS

Fee Description	Amount
Pre-Paid Collect Funding Fee charged for funding an account via IVR, website, etc.	\$3.00 per deposit*
Pre-Paid Collect Funding Fee charged for funding an account via live agent.	\$4.75 per deposit*
Pre-Paid Collect Funding Fee charged for funding an account via check or money order.	\$0.00 per deposit

**Pre-Paid Collect Funding Fees do not apply to inmate debit calling accounts. Deposits will be limited to a maximum of \$200 per deposit.*

Reminder: Calls may be subject to monitoring and recording. Call forwarding and/or three-way calling is not permitted. The maximum time allowed per call is 15 minutes. Calls are restricted to only the telephone numbers included on the offenders' allowed calling lists.