



Stanislaus County Sheriff's Department
JEFF DIRKSE - SHERIFF / CORONER

To: **All Approved Visitors**

From: Lt. Martinez

Division: Adult Detention ó Bureau of Administrative Services

Subject: **Paid Video Visitation Being Discontinued Until Further Notice**

Date: May 17, 2019

The Stanislaus County Sheriff's Department will no longer offer paid video visitation as of Thursday May 23, 2019. All other functions currently associated with the video visitation system are to remain in effect: electronic visitor approval and scheduling; video visitation - web based visiting, on-site visiting and visiting at the Sheriff's Detention Visitation Center.

Currently our visitation vendor, Global-Tel Link Corporation (GTL), is unable to deliver this feature in accordance with the standards required by the Stanislaus County Sheriff's Department. Our standards are in place to ensure visitors have a trouble-free experience while using the video visitation system. The opportunity to complete video visitation without experiencing technical issues is our top priority. Once GTL is able to implement this service and demonstrate that it performs properly, within established regulatory requirements, the service will be reviewed for reinstatement.

Please contact GTL if you experience any technical issues associated with video visitation services. Their contact information is listed below:

Global-Tel Link Corporation (GTL)

<http://www.gtl.net/friends-and-family-information/>

or

<https://gtlvisitme.com/app>

(855) 208 ó 7349