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MASS. DEPT OF
TELECOMMUNICATIONS & CABLE

To Whom It May Concern:

I'm writing this letter, because of the G.T.I system & how they are forcing us inmates & our families to use this system.

My wife was forced to use G.T.I because, G.T.I put a block on my wifes phone. My phone has never been shut off nor has it ever had a block put on it, because the bill was to high. My wife pays her phone every month on time, & she has been doing this for the last 20 plus yrs before G.T.I even was thought of.

I'm supposed to get a 20 minute phone call, my calls get cut short 16 min, 17 min, 18 min & yet I still get charged for a 20 minute phone call. Why? I've also have been charged (twice) for one phone; when I call & the G.T.I recording comes on, im thinking someone has picked & it's the answering machine. I get charged for a call that never took place. Why?

My wife has called & asked why are they charging her for a phone call, when the answering machine comes on. They

told her that they hold on
to that money-N- it's up to her to call
-N- ask for her money. So if a person don't
know to call, G.T.I keeps our money.
This system sucks-N- it's
robbering our families-N- friends for a lot of
money-N- they charging to much.

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