JUL 12 2012 7/4/12

To Whom it May Concern,

First, I want to thank you for all your help. May God Bless your organization.

I have a couple items I am hoping you can help me with. I've noticed that the rings of the phone on the other end of my calls do not ring as often as the rings on my end. This occurs most often when I call my family in Puerto Rico. My family will often tell me they don't get to the phone in time to accept my call. They tell me the phone only rings 2 to 3 times there. Unfortunately, the phone service here hangs up after 5 rings when it should disconnect after 5 rings there. This is more an annoyance than a complaint.

One complaint I do have is after calling my family only to find their phone had been disconnected, I received a charge for this call. I have to believe that the automated service reminding me of this situation was somehow setting off the timer of our phone co. It's only .72¢, but there are times even that money allows me to talk a few extra minutes. The name of our phone Co. is Global Tel Link.

Thank you for your help in this matter.

RECEIVED
JUL 19 2012
MASS. DEPT OF
TELECOMMUNICATIONS & CABLE

Sincerely Yours,

Christopher Martinez