Diego Pinto. W93735
P. O Box 9106
Concord, MA 01742
M. C. I

JUL 13 2012

July-9-2012

To whom it may concern,

My name is Diego Pinto. W93735. I have been at M.C.I Concord for over three years. For the following reasons I am not satisfied with the phone service that G.T.L is providing me with:

1) Phone calls are to spensive.
2) Phone calls are to often terminated for no reason.
3) Often the recording says that I have 60 seconds left on my call after only few minutes within the call when there is enough money in my account to cover for the 20 minutes phone call.
4) The process to open an account on the out side is to complicated and to spensive.

Thanks for your time and attention.

Sincerely,

W 93735.

RECEIVED
JUL 19 2012
MASS. DEPT OF
TELECOMMUNICATIONS & CABLE