TO: DTC
FROM: Reverend Eugene Schofield - INMate # W86823
Date: June 25, 2012

Re: Comments In REFERENCE TO Global Tel Link

IN 2010 I became a Regular pre paid client of GTL. I had thought the Services would provide me with quality Service as a paying customer/prisoner.

Well, I quickly became disappointed in the Services GTL was providing me at MCI Norfolk. The problems I had WERE CONSISTENT and Never corrected INspite of complaints made by our prison representatives.

I received poor connections, static between calls, dropped calls that effected my communications with my family, friends and business associates.

Because I had no other choice but to use GTL. I was compelled to continue paying as a pre-paid customer inspite of the poor services.

As for the phone rates they changed without advance Notice on several occassions and again I had no choice but to pay the increased rates.

I believe that it is very important that your Department take affirmative action to ensure that pre-paid prisoners and their families receive quality services from GTL and that GTL's phone rates be gaged to suit the incarcerated and their family.

Thank you and may God bless you.

RECEIVED
JUL 19 2012
MASS. DEPT OF
TELECOMMUNICATIONS & CABLE

Sincerely,

Reverend Eugene Ashfield - W86823
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Shirley, MA 01464