I Jairus Devarie (W86568) don't like the phone system and rates. Plus everytime I call and my family doesn't pick up it takes my money! Then when I try to call back there's a block on the phones on all my numbers. And it takes 24 to 48 hours to fix it selfe. I shouldn't have to be going through that at the price I am paying! I am paying for a service that doesn't work! And the complaint forms are a goff! I fill out a trouble sheet and it never gets adressed.

Sincerely
Jairus Devarie

RECEIVED
JUL 19 2012
MASS. DEPT OF
TELECOMMUNICATIONS & CABLE