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RECEIVED
JUL 19 2012
MASS. DEPT OF
TELECOMMUNICATIONS & CABLE

RE: G.T.L. Phone Service / Poor Quality / Price Gouging.

July 11, 2012

To whom it may concern;

I am writing you in reguards to the poor quality of the G.T.L. phone system currently being used here at M.C.I. Norfolk. First, there are not enough phones in the units (only 3 per unit) or on the yard for that matter. Out of the 12 phones on the yard 3 do not work at all and at lease 2 have bad connection with the wires, from the headset to the phone itself. Secondly, when it rains or the wind is blowing, being connected to the party that your trying to call becomes a task. Either because the buttons on the phone stop working, the computer that monitor you calling list goes on the blink and won't allow you to call numbers that are on your approve calling list. Or the recording don't come on after the party you are trying to call has picked up on the other end and is repeatedly saying hello. If the recording does pick up when the called party answers, its usually a broken up version and takes sometimes as long as two minutes to complete its message. Then their is the issue of price, since going to the G.T.L. phone systems long distance phone calls started at approx. $16.50 with tax after a year or so it dropped to

approx. $12.20 with tax and the current price for a long distance call is approx. $2.85 with tax. Price gouging comes to mind when I think of the $16 and $12 plus phone calls, that I've made using this same G.T.E. system, with the same poor quality and was never offered or received a reimbursement for those calls now that the price for that same call is $2.85.

Thank you for your time and consideration in this matter

Sincerely,

Jay Hughes

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