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MASS. DEPT OF
TELECOMMUNICATIONS & CABLE

The phone has a number of Problems

① The person that you call can't hear you half of the Time.

② The phone Takes to long to say something when the person your calling answers the phone So they Hang up because they think it's a KRank Call.

③ The Phone Freezes and Skips when Calls are Being made and while your Talking to the Called party.

④ The Phone Has been excepting Calls and No one is on the other end, will say thank you but No Connection.

⑤ The Phone Balance is Always messing up it tells you, you Have we'll say 46.26 for days Sometime when you know you dont Have that much because you made 5 calls but the phone Takes more then 5 calls worth of calls being made. when is does Take the money out

(6) if you have Ten dollor or less and Try to Call Someone and don't get Thru you will be charged for the call and if you don't get Thru and Repeat it you'll be charged and the phone wont let you call because it took your money and will say you Have insufficient Funds. you'll Have to wait an Hour or Better To Be Creited for Calls Knot made.

This I feel there is No Need For, I pre Pay all my Call and my Family do as well I Shouldnt Have to deal with all these problems it is a pain For me and all my loved one's For the price of the call I Shouldnt Have to. I feel Prices Should Be Cut in half because it is to much For a 20 minute Call.

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