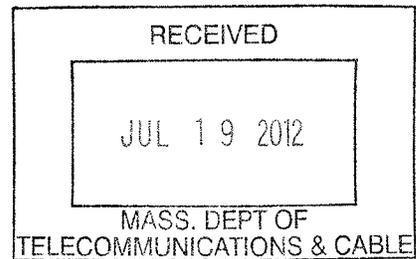


PETER M. CHAMBERLIN
W99103

JULY 12, 2012

TO: GTL TELEPHONE SERVICES
RE: QUALITY SERVICE



Dear GTL:

I reside in unit 4-3, for three months I have been requesting repairs on our phones. The phone nearest to the wall has a problem with the sound, my party can hear me, but I cannot hear them well. The phone in the middle was repaired in March, but the attendant placed . cord so short you cannot sit up while talking. Since the cord is so short the phone,(Not properly mounted) constantly pulls from the wall causing the call to disconnect. Finally, the last phone works when it wants too.

In today's telecommunications, your service is poor and expensive for the quality we receive. Telephone rates everywhere are going down, except yours. The quality of service is improving, except yours.

In closing, I am requesting that you treat us with the same quality as any other customer in the free world.

Sincerely,

PETER M. CHAMBERLIN