JUL 16 2012

6-20-12

To whom it may Concern:

My name is Ronald Blake, ID# W91128 I currently reside at MCI Norfolk and I utilize the phones here to keep in contact with my family. As a matter of fact, this is the only contact that I have with my family because they all live out-of-state, so it is very rare that I ever get a visit from them. The problems I'm having with Global Tel Link (G.T.L.) services are, (A1) the main number 1 problem is not only are the rates too high, but I'm also being over charged approximately .50 cents for each call that I make lasting 20 minutes, that goes for out-of-state, and local.

Other problems are as follows:

(1) other party unable to hear me so I have to hang up and call again which cause me to get double charged, (2) sometimes the phone disconnects while in midsentence which leads to me having to call again and go through being surcharged again. I've never been

refunded anything, this is money that my family works hard for, to make sure that I'm able to keep in contact with them. This issue is an ongoing thing since Dec. of 2007 thank you for your time in this matter

Sincerely,

RECEIVED
JUL 19 2012
MASS. DEPT OF
TELECOMMUNICATIONS & CABLE

Donald Blake.