Steven D. Correia
2 Clark St.
P.O. Box 43
Norfolk, MA 02056

June 21, 2012

RECEIVED
JUL 19 2012
MASS. DEPT OF
TELECOMMUNICATIONS & CABLE

Alphonse Kamanzi
Prisoner Legal Service
8 Winter St. - 11th Floor
Boston, MA 02108-4706

Re: Global Tel Link Services

Mr. Kamanzi,

I have been a consumer of G.T.L. services since its inception to the Massachusetts Department of Corrections (DOC). I have spent an exorbitant amount of money only to be disappointed time and again.

Aside from a continued recording reminding grown people of monitoring, which robs me of precious time and disturbs my conversation, I have had phone calls cut off without warning, monies have been miscalculated, delays with connections and consistent operational malfunctions. I have filed complaints that have been denied as "not meritorious".

The only problems I ever see remedied are when phones need to be made operational. Of course it wouldn't make sense to leave phones broken when they could be generating income.

I would like to see a system designed which would be more efficient and beneficial to positive, ongoing conversations with loved ones. Further, with the money I have lost on untimely disconnects, I should receive a favorable rebate.

Please relay these concerns to Global Tel Link. Thank you.

Sincerely,

Steven D. Correia