D.T.C.,

7.5.12

My name is Stanley Flattes. I am currently incarcerated at M.C.I. Norfolk. The telephone provider here is Global Tel Link also known as G.T.L.

I am writing this letter to not only inform you of the poor service, but to also inform you of the unethical business practices of Global Tel Link.

My family has ~~verizon~~ Verizon for phone services so I am able to call straight through. Now I call pre paid by force. My family pays the phone bill on time; so they have a great track record with the phone company. I call home once a day and sometimes twice if need be. G.T.L. decides that they want me to pay them to be able to call my house when I want. They blocked my number and forced my wife to use pre-paid calling. The trick here is they lied to her saying Verizon put the block on and made her establish a pre-paid account that we would be stuck in and never be able to get out of. G.T.L. is strongarming our families.

Futhermore my wife called Verizon to fix the issue and they said there was no issue; so my wife calls G.T.L. customer service and sat on hold for four hours. Once she got a hold of someone she spoke up about the issue, gave the phone information that was requested, was told the would contact her and fix the issue, but it has been months and the problem is still here. If I have an emergency or there is a family emergency I have no way of finding out, because there has to always be money on the phone in order to do that, and times are very hard for people to be paying these crazy rates during this