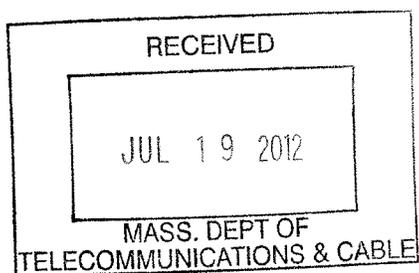


PRISON LEGAL SERVICES  
BOSTON, MASS

To whom it may concern; I am writting to you in regards to the phone service here at MCI-Norfolk. GTL has supplied us with In-adequate phone service since the inception of there services. Numerous dropped calls-Inaudable recordings that several times cuts of the service. Not enough lines to cover the phones in the institution. I spend aproximatly 20.00 a month on this service and loseabout 2.00-3.00 dollars on dropped calls.

These problems have been accuring over and over again and this is unexeptable. Please see to it that these problems are addressed promptly.

Thank you for your time on this matter;



Sicerely;  
Timothy Guisti  
Unit 1-1  
#207-a  
W68307

*T Guisti*  
6-21-12