Dear G.T.L. 6-15-2012.

On 6-15-2012 at 7:59 pm I called my Daughter, I was told I had $2.44¢ at 8:10 pm the phone told me I had 0 minut left, so for $2.44¢ I got a 10 minut phone call, this was $ that she had put on the phone at her end with G.T.L. this is not the only time I have not got what I should have in phone time. I cant count the times I've got cut off and had to call Back, yes I should have write about all thos other times But didnt. you need to provide a Better service with these phones they are nothing But problems please provide me with a Better service I dont get visits much and my only contact is By phone.

thank you
Alan M. Russell
W-70585
3-2

RECEIVED
JUL 19 2012
MASS. DEPT OF
TELECOMMUNICATIONS & CABLE