

To Whome it may concern:

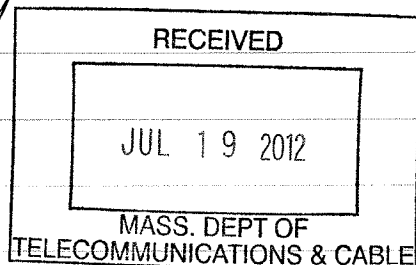
6/26/12

My grievance with GTH phone system is when I dial my number and my daughter answers the phone and says hello, hello, hello. the recording does not say anything at which time my daughter hangs up because she is talking to no one.

The other grievance I have is after I dial my number and enter my pin number I wait for the phone to ring only it does not ring, which I caused me to try and try again.

Another grievance I have is I am disconnected for no reason which means I have to recall which means more money.

Anything you can do to assist me in these matters will be appreciated.



James Stokes
#W32648 1-1