Department of Telecommunication and Cable (DTC).
1000 Washington ST, Hearing Room E
Boston, MA 02108.

Re: Problems with GTL Telephone Service

My name is David Burke W-63853 and Im incarcerated at MCI Norfolk.
The purpose for this letter is to inform you. The DTC, of what is going on with GTL telephone service. The telephone is very important to me because it helps me stay in communication with my family and friends. About two years ago GTL put a block on my Mothers land line phone they said her bill was to high. My Mother is a elderly women, shes retired from verizon, which is her service provider, she pays her phone bill on time, If it was a little high what business does it have to do with GTL when she pays it on time. My Mother called GTL and they gave her a run-around story, why they put a block on her phone. At first they denied that they put the block on. I wrote a complaint and spoke with the IPS. The response from my complaint form

Was that I needed to set up an account with GTL to call my Mother.

Now, my family and I have to pay oppressive rates with a poor quality of service. My, family and friends can not hear me because of the static or the volume is to low, Also the phone disconnects at any given moment. I also use my canteen money to access phone calls to those I wish to speak with. Lower rates and better service, My Mother land line phone restored the funds we had to pay are what I am seeking.

Truly yours

RECEIVED
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MASS. DEPT OF
TELECOMMUNICATIONS & CABLE

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