Dear Mr. Kamanzi, June 18, 2012

Hello sir. I am a prisoner from out-of-state, and therefore I haven't received a visit from my family or friends in over 8 years. The phone system is my only means of communication, as nobody writes traditional "snail-mail" letters anymore, and without it I would be totally isolated from the world.

Unfortunately, the GTL phone network is extremely problemmatic, to say the least. Rates are high, and service is very poor. There are hidden taxes not mentioned in the rate quotes, and calls get cut-off all the time without reason or refund. Not to mention the erratic automated error messages which prevent calls from even being placed!

In short, it's a very bad system, but it's the only bridge I've got left to contact my loved ones. So, any assistance that you can provide in improving this vital but mismanaged service will be greatly appreciated.

Respectfully,

Daniel S. Throop

RECEIVED
JUL 19 2012
MASS. DEPT OF
TELECOMMUNICATIONS & CABLE

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