6/16/12

To Whom It Concerns,

My complaint against Global Tel*Link (GTL) is mainly for its lack of quality service, for the money my family and I pay. GTL, being the exclusive provider, appears slow to keep up quality telecommunication services with the demand. In my case for instance, I regularly experience: drop calls, difficulty hearing on both ends, and frequent static. Its not worth complaining because, GTL staff are beyond reach, although complaint forms are now available. Still, I've never received any response whenever I documented my issues, so its discouraging to attempt legitiment complaints.

RECEIVED
JUL 19 2012
MASS. DEPT OF
TELECOMMUNICATIONS & CABLE

Sincerely, Fred DeWitt
T-83260