Floyd Hamilton
Unit 1-3 W-34041
6-19-12

RECEIVED
JUL 19 2012
MASS. DEPT OF
TELECOMMUNICATIONS & CABLE

To whom it may concern,

The telephone system has a number of problems,
1) The rates are too high for local & long distance calls!
2) You are charged even when your call does not go through & that happens a lot.
3) The phone tape recording skips and has long silent gaps during the instructions
4) Some time you have to dial repeatedly over over & over again, waiting a long period before you can get through.

Thank you for your time,

Sincerely
Floyd Hamilton