JUL 05 2012

7.2.12

To Whom this may concern,

My name is Ian Hunter, i am currently housed at Norfolk (M.C.I.) & i am writing in regards to the G.T.L. phone system. My problems are 1. The prices per phone call: It is a cheaper price under pre-paid, but my family & love ones are being charged extra with a surcharge ($5.00) & 20¢ more for each call. 2. Once $ is on your balance it tends to "freeze" & or "skip". Therefor making it impossible to keep up with your balance. 3. When my family tries to add $ they take it saying that there's a "negative balance". The system doesn't allow calls to be made beyond the balance, so it's hard to figure out how a negative balance can be possible. Please take this in consideration. Thank you. Ian Hunter

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