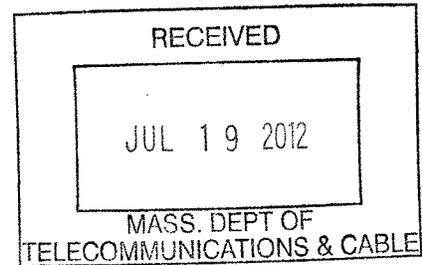


JUL 12 2012

Jose Garcia W-65670
MCI-Shirley Minimum/Unit, 9
P.O. Box 1218
Shirley, MA 01464



Alphonse Kamanzi
Prisoners Legal Services
10 Winthrop Square, 3rd Floor
Boston, MA 02110

July 9, 2012

Dear Mr. Kamanzi;

I received your letter, thank you so much for writing. The problem I am having with the telephone company(GTL) is that they are charging way too much money for calls to Puerto Rico.

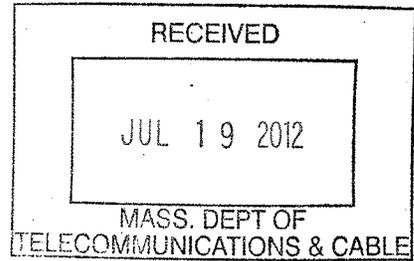
I addressed this issue with the company but they did not want to reduce the rates. It is too difficult to keep a healthy relationship with our loved ones when phone bills are that high.

I know that you stated in your letter that the hearing is not to be presenting evidence nor making arguments, but I am sending you copies of my claim, so you can have a better view of the problem we (prisoners) are facing when calling our loved ones out of this country; even though PR is part of the US. The international calls are astronomically high.

I hope this information can help you in making a stronger presentation. I wrote to one of the attorneys at your organization, Mrs. Tatum Pritchard, but I never received any reply from her. If you can, can you please keep me informed of the results of the hearing and their decision? I humbly thank you for your help, and for representing all of us.

Sincerely,
Jose Garcia
Jose Garcia

Jose Garcia W-65670
MCI-Shirley Minimum Unit, 9
P.O. Box 1218
Shirley, MA 01464



Tatun Pritchard
Attorney At Law
10 Winthrop Sq.
Boston, MA 02110

March 1, 2012

RE: Complaint against Global Tel Link, Corp

Dear Attorney Prichard:

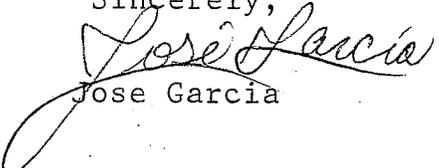
Thank you for speaking with me when I called on February 21st, in regard to my complaints against Global Tel Link. Enclosed are the copies of the correspondences we spoke about.

We did not get to an agreement. My two issues are the extra fees (December 12, 2011) for calls outside MA, and the calls to Puerto Rico (January 17, 2012).

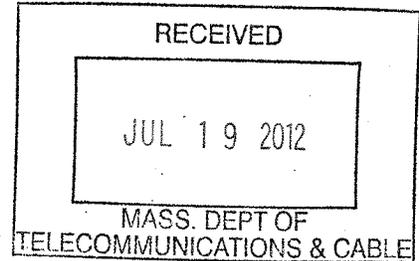
I would like to know if you can help me with these issues. It is real hard for me to do any research in here. However, I have an idea/plan/solution to stop these companies (phone company, vending machine company, canteen Corp, etc) from overcharging us. If you want to know about it, please let me know and I will write to you, or call to you and explain it to you.

Please let me know if you need more information. Thank you for your time and support in this matter.

Sincerely,


Jose Garcia

Jose Garcia W-65670
MCI-Shirley Minimum/Unit, 9
P.O. box 1218
Shirley, MA 01464



Anita horne
The Better business Bureau
1411 K St. NW, 10th Floor
Washington, DC 20005

March 1, 2012

Dear Mrs. Horne:

I received your letter dated Tuesday, January 31, 2012. Thank you for writing. I followed your advice and contacted the Massachusetts Correctional Legal Services. An attorney will advise me on what to do to further pursue my issues.

Ones again, thank you for your support, advice, and time in this matter.

Sincerely,
Jose Garcia
Jose Garcia



BBB of Metro Washington DC and Eastern Pennsylvania
1411 K St. NW, 10th Floor
Washington DC 20005-3404
PHONE:(202)393-8000 FAX:(202)393-1198

Tuesday, January 31, 2012

Jose Garcia, W-65670
MCI-Shirley Minimum Unit #9
PO Box #1218
Shirley, MA 01464

Dear Jose Garcia, W-65670:

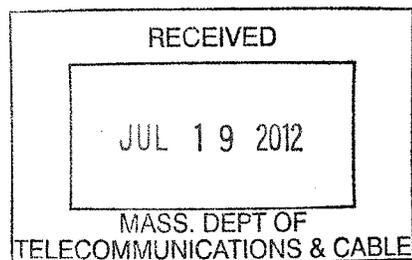
This message is in regard to your complaint submitted on 10/27/2011 12:00:00 AM against Global Tel* Link Corporation. Your complaint was assigned ID 8787163.

The BBB, in reviewing the complaint that you submitted to us about Global Tel* Link Corporation, has closed the case. The outcome of this complaint will be included in the company's Business Review for 3 years.

If you wish to further pursue the issue, you might contact a legal advisor or the Attorney General's office. Should you have any questions, please do not hesitate to contact us - we are happy to assist you.

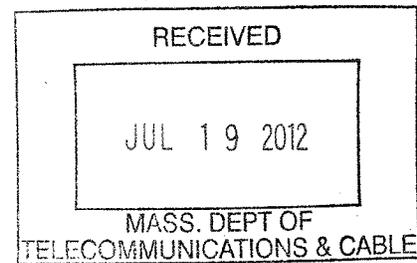
Sincerely,


Anita Horne
The Better Business Bureau



January 31, 2012

Jose Garcia W-65670
MCI-Shirley Minimum/ Unit 9
P.O. Box 1218
Shirley, MA 04164



**RE: Complaint regarding rates for calls made to Puerto Rico
Telephone Number (787)720-5479/INMATE DEBIT ACCOUNT**

Reference #: MR9244

Dear Jose Garcia

We again appreciate you giving us the opportunity to respond to your complaints about Global Tel*Link service. We understand that our customers are in stressful situations, and our goal is to reduce that stress. We strive to provide our customers with the most efficient and compassionate service possible.

Global Tel*Link (GTL) provides correctional telephone services for various correctional facilities within the United States. Global Tel*Link is regulated by federal, state, and local regulatory agencies.

We reviewed your complaints regarding Global Tel*Link service.

▪ **Overcharged for Call to Puerto Rico**

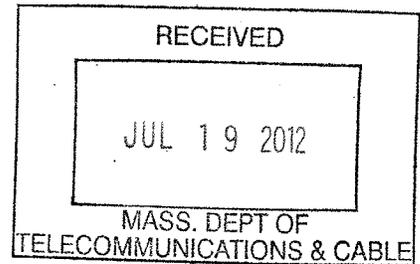
We address your issues below:

Call place to Puerto Rico from the Massachusetts Department of Corrections/ MCI Shirley are charge correctly as an "international call". Although Puerto Rico is apart of our United States, it's relationship is referred to as "commonwealth" of the United States, which mean it has been a US territory for more than 109 years, but treated more like a state. Currently there is a movement to become a full state and join the union as the 51st state.

The international rate for Puerto Rico is: \$0.65 per minute. With that being said your call to Puerto Rico was charged correctly and no credit will be issued.

Bea Berry
Global Tel Link, Corp
Billing Support Manager
bberry@gtl.net
1-800-489-4500 x2209

Jose Garcia W-65670
MCI-Shirley Minimum/Unit 9
P.O. Box 1218
Shirley, MA 01464



Anita Horne
Better Business Bureau
1411 K Street NW, 10th Floor
Washington, DC 20005-3404

January 19, 2012

RE: Jose Garcia-BBB COMPLAINT ID#8787163

Dear Ms. Horne

Thank you for sending me a copy of the letter GTL sent to you in response to my letter dated December 12, 2011. They did not send me any letter. If it wasn't for you and your agency, I am sure they wouldn't have sent me anything. That is exactly what happened before I contacted BBB, they don't respond to letters I/we send to them. It is like I am a burden rather than a customer.

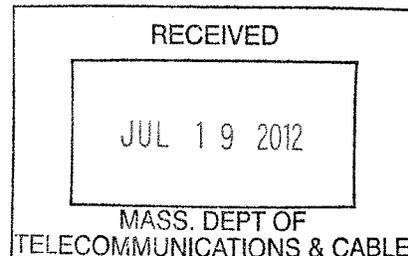
I don't have access to the Internet and it is difficult for me to verify if the taxes Mrs. Tarkir included in the letter are applicable to me/us. Can you please send me information on that, or send me an address I can write to and inquire about it? It will be of great help.

Once again, thank you for your response, time, and representation in this matter.

ps: The enclosed copy is of the letter I sent to GTL.

Respectfully,
Jose Garcia
Jose Garcia

Jose Garcia W-65670
MCI-Shirley Minimum/Unit 9
P.O. Box 1218
Shirley, MA 01464



Kathi Tarkir
Complaint Analyst
Billing Services Support
2609 Cameron St.
Mobile, AL 36607

January 17, 2012

RE:Complaint Regarding Global Tel*Link Services
Reference # MR9244

Dear Mrs.Tarkir

I have a copy of a letter dated 1/05/12, that you sent to Mrs. Horne, in response to a letter I sent to GTL on 12/14/11.

As of right now I don't know anything about the taxes you stated in the letter, nor I won't be able to learn about it right away. It will take me some time to investigate it. If that information is not correct I will address the issue again.

Here I am sending you documentation about pre-paid calls to Puerto Rico as you wanted, although you don't need to, you already know the call rates. My pre-paid call to PR was made on Monday January 9th, from 7:15 to 7:35 PM, which is already registered in your system. Your company charged me \$16.24 for a 20 minute call. My beginning balance was of \$28.63, when I dialed the number(787-720-5479), and when I finished the call, the ending balance was \$12.39. Again, I don't need to tell you all this, I am just playing your company's protocol/bureaucracy game.

What I need you to do now, is to charge me the \$2.15 the pre-paid call cost and refund my phone account the extra \$14.09 you overcharged me. I made the call because you wanted call records, not because I wanted to make the call nor spend all that money.

Also, you need to reduce the price of the calls to Puerto Rico to \$2.15, like any other call outside of Massachusetts. Puerto Rico has been part of the United States since 1898(during the Hispanoamerican war), and in 1917 the Jones Act reinforced the colonization/union. Today Puerto riko is a commonwealth of the United States.

If I sound rude is because your company shows no respect nor court-esy to respond to my/our letters unless I/we go to outside agencies

Jose Garcia, 2
1/17/12

to help us out. I will need you to, as courtesy, send me a reply after you rectify the issue of overcharged phone calls to Puerto Rico.

Sincerely,

Jose Garcia
Jose Garcia



BBB of Metro Washington DC and Eastern Pennsylvania
1411 K St. NW, 10th Floor
Washington DC 20005-3404
PHONE:(202)393-8000 FAX:(202)393-1198

Thursday, January 05, 2012

Jose Garcia, W-65670
MCI-Shirley Minimum Unit 9
PO Box 1218
Shirley MA 01464

Dear Jose Garcia, W-65670:

This message is in regard to your complaint submitted on 10/27/2011 12:00:00 AM against Global Tel* Link Corporation. Your complaint was assigned ID 8787163.

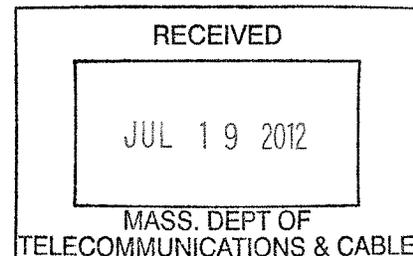
The business has sent the BBB a message regarding this complaint, and we are passing it on to you. The contents of this message are below or attached. Please respond to this message in written form within 10 business days.

Sincerely,


Anita Horne
The Better Business Bureau

MESSAGE FROM BUSINESS:

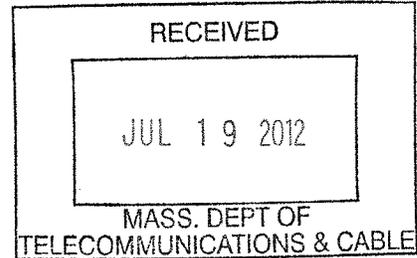
Attached is the resolution letter for this complaint.



Kathi Tarkir
ktarkir@gtl.net

January 5, 2012

Better Business Bureau
Of the Metropolitan Washington DC and Eastern Pennsylvania
1411 K ST NW, 10th floor
Washington DC 20005-3404
Dc-easternpa.bbb.org



Re: Jose Garcia – BBB Complaint ID # 8787163

Dear Ms. Horne

The customer contacted the Better Business Bureau because he says that the rates that GTL is charging him are incorrect. He states that if Massachusetts tax is 6.25 why is he charged \$0.50 per call when his calls are only \$2.15. In addition he is saying that he is being charged an international rate for collect calls to Puerto Rico when it should only be a long distance rate.

We investigated Mr. Garcia's complaint and we determined that Mr. Garcia is correct that the Massachusetts tax is 6.25; however there are other taxes besides the Massachusetts tax. The breakdown is as follows:

FCC Regulatory Fees: 0.375%
Federal Universal Service Fund: 15.3%
State Gross Receipts: 5%
Sales Tax: 6.25%

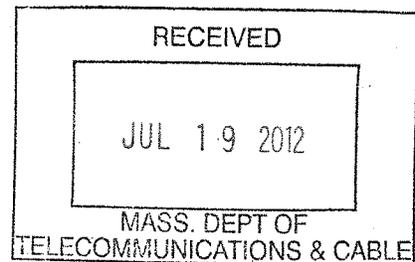
GTL has no control over these taxes; therefore Mr. Garcia is being charged the correct rate. With regard to his collect calls to Puerto Rico, his call records do not reflect that he was ever charged over \$12.00 for any call. If Mr. Garcia has documentation that is different than our records, I encourage him to submit the documentation and we will reopen this complaint and investigate.

GTL anticipates that this will close this complaint and should you have any additional questions please feel free to contact me directly.

Sincerely yours,

Kathi Tarkir
Complaint Analyst
ktarkir@gtl.net

Jose Garcia W-65670
MCI-Shirley Minimum/Unit 9
P.O. Box 1218
Shirley, MA 01464



Anita Horne
Better Business Bureau
1411 K Street NW, 10th Floor
Washington, DC 20005-3404

12/14/11

ID 8787163

Dear Mrs.Horne:

Thank you so much for writing to me, I received both of your letters dated 11/28/11 and 11/29/11.

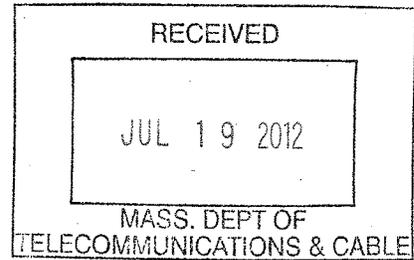
I received from Global Tel Link the same letter that they sent to you. However, they did not address any of my complaints. Enclosed is a copy of the letter I sent to them. It explains my concerns. They don't respond to us unless we have back up from an outside agency. I will have to wait and see if they will address my issues. If not, I will have to follow your advice and contact my local consumer affairs. If you have the address to the agency in MA, can you please send it to me? I don't know much about your agency, can you please send me a brochure?

When and if GTL address my complaints I will let you know. Once againg, thank you for addressing my concern, and have a prosperous New Year.

Respectfully,

Jose Garcia
Jose Garcia

Jose Garcia W-65670
MCI-Shirley Minimum/Unit 9
P.O. Box 1218
Shirley, MA 01464



Janice Altmon Brazile
Billing Services Support
2609 Cameron St.
Mobile, AL 36607

December 12, 2011

RE: Complaint Regarding Global Tel*Link Services

Reference #: MR9244

Dear Mrs. Brazile:

I received your letter dated November, 2011. I do not know if you received my previous letter, or if you are contacting me because someone from the Better Business Bureau contacted you, but you did not address any of my complaints. The only thing I received from you was a letter with call rates (Exhibit 1).

In this letter you are including a .50 tax per call. If Massachusetts has a 6.25 tax, why are you charging .50 cents tax per call? Also, this .50 tax it is not stated on the calling rates posting we received from GTL on October, 2010 (Exhibit 2). If that is a law, please send me the citing so I can look it up in the law library.

I always make my calls pre-paid and the math for a 20 minute call under massachusetts tax and exhibit 2 rates is as follow:

Surcharge		\$00.65
Additional Minute	7.5 X 20 Minutes	1.50
20 Minute Call		<u>2.15</u>
Plus MA Tax	About	.14
Total Price		<u>\$ 2.29</u>

If I am incorrect about my claim, please correct me (with the proper information and law), but if I am correct, I will need you to go back to October, 2010 and refund me all the extra money your company has been charging me. I would also like records of it.

The Exhibit 3 shows the last two months calls and the extra charge per call.

Garcia, 2
December 12, 2011

My second issue (Exhibit 4) is about calls to Puerto Rico. Puerto Rico is part of US, why are you charging over \$12.00 for a 20 minute call? If that is another law I need to know about it, but if it is not, I will need you to lower the price of the phone calls to Puerto Rico to local calls.

You don't need to address the third issue on the Exhibit 4, the Magic Jack is working, for now.

Your company is the only company providing these services and we are not allowed to choose another provider. This looks like a monopoly to me. I don't want to sound rude, but I feel like your company is taking advantage of us.

I hope you respond to my complaints as fast as you take money out of my account every time I make a call.

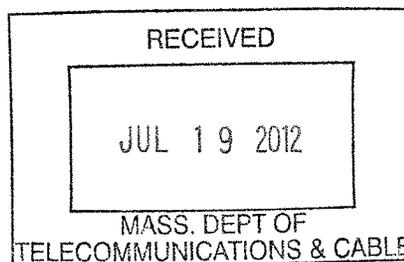
Respectfully,

Jose Garcia
Jose Garcia



November, 2011

Jose Garcia W-65670
 MCI-Shirley Minimum/Unit 9
 P.O.Box 1218
 Shirley, MA 01464



**RE: Complaint Regarding Global Tel*Link Service
 Telephone Number/Numbers: INMATE DEBIT ACCOUNT**

Reference #: MR9244

Dear Jose Garcia

We appreciate you giving us the opportunity to respond to your complaints about Global Tel*Link service. We understand that our customers are in stressful situations, and our goal is to reduce that stress. We strive to provide our customers with the most efficient and compassionate service possible.

Global Tel*Link (GTL) provides correctional telephone services for various correctional facilities within the United States. Global Tel*Link is regulated by federal, state, and local regulatory agencies.

We reviewed your complaints regarding Global Tel*Link service.

▪ **Being overcharged for calls**

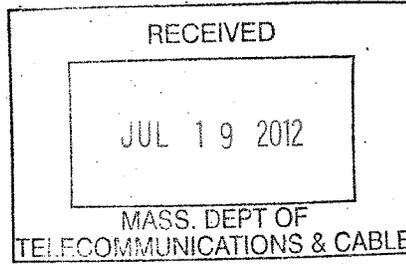
We address your issues below:

Call Type	Collect Call Rates		<u>Prepay Collect Rates</u>		<u>Debit Call Rates</u>	
	Surcharge	Minute of Use	Surcharge	Minute of Use	Surcharge	Minute of Use
MA Local	\$0.86	\$0.10	<u>\$0.86</u>	<u>\$0.10</u>	<u>\$0.65</u>	<u>\$0.075</u>
MA IntraLata	\$0.86	\$0.10	<u>\$0.86</u>	<u>\$0.10</u>	<u>\$0.65</u>	<u>\$0.075</u>
MA InterLata	\$0.86	\$0.10	<u>\$0.86</u>	<u>\$0.10</u>	<u>\$0.65</u>	<u>\$0.075</u>
MA InterState	\$0.86	\$0.10	<u>\$0.86</u>	<u>\$0.10</u>	<u>\$0.65</u>	<u>\$0.075</u>

PLUS A .50 TAX PER CALL

If you have any further question or concerns in regards to this complaint feel free to contact me at the telephone number listed below.

Janice Altmon Brazile
Billing Services Support
Global Tel*Link
Email jaltmon@gtl.net



MASSACHUSETTS DEPARTMENT OF CORRECTION

PLEASE POST: Global Tel Link (GTL) Calling Rates

To: Inmate Population, Families & Friends of Inmates

**Inmate Domestic Debit and Collect Calling Rates
Massachusetts Department of Correction**

Effective October, 2010 Billing Cycle

MASSACHUSETTS DEPARTMENT OF CORRECTION

INMATE CALLING RATES FOR SECURE INMATE CALLING SYSTEM

B. CALLS WITHIN MASSACHUSETTS

Cost of 20 Minute Call

Collect & Advance Pay	\$.86 per call surcharge + \$.10 per minute	\$2.86
Collect	\$.65 per call surcharge + \$.075 per minute	\$2.15
Pre-Paid Debit		

C. CALLS OUTSIDE OF MASSACHUSETTS

Collect & Advance Pay	\$.86 per call surcharge + \$.10 per minute	\$2.86
Collect	\$.65 per call surcharge + \$.075 per minute	\$2.15
Pre-Paid Debit		

<u>Date</u>	<u>Number</u>	<u>Time</u>	Exhibit, 3	<u>Charge</u>
1/20/11	347-723-5469	9:20-9:40 AM		\$ 2.62
1/21/11	" "	9:50-10:10 AM		\$ 2.62
1/21/11	" "	12:10-12:24 PM		\$ 1.71
1/21/11	" "	12:25-12:45 PM		\$ 2.62
1/21/11	" "	12:46-1:05 PM		\$ 2.62
1/21/11	" "	4:00-4:13 PM		\$ 1.99
1/22/11	" "	10:30-10:46 AM		\$ 2.54
1/22/11	" "	12:35-12:55 PM		\$ 2.62
1/22/11	" "	1:20-1:40 PM		\$ 2.62
1/22/11	" "	1:45-2:05 PM		\$ 2.62
1/22/11	" "	2:06-2:26 PM		\$ 2.63
1/23/11	461-808-2408	8:54-9:14 PM		\$ 2.65
1/25/11	347-723-5469	8:38-8:58 PM		\$ 2.65
1/29/11	" "	6:30-6:50 PM		\$ 2.74
1/18/11	401-261-0292	8:55-9:15 PM		\$ 2.64
1/16/11	347-723-5469	20 minutes PM		\$ 2.64
1/20/11	714-351-6981	8:35-8:55 PM		\$ 2.64
1/30/11	347-723-5469	8:10-8:30 PM		\$ 2.64
1/22/11	347-408-6634	8:40-9:00 PM		\$ 2.64
1/26/11	401-261-0292	8:40-9:00 PM		\$ 2.65
1/13/11	303-708-1366	7:25-7:45 PM		\$ 2.64
1/17/11	347-723-5469	8:20-8:40 PM		\$ 2.65
1/17/11	714-351-6981	8:42-9:02 PM		\$ 2.64
1/22/11	" "	7:55-8:15 PM		\$ 2.64
1/23/11		8:40-9:00 PM		\$ 2.64
1/25/11	714-351-6981	8:30-8:50 PM		\$ 2.56
1/27/11	347-723-5469	8:25-8:45 PM		\$ 2.64
1/29/11	347-408-6634	8:15-8:35 PM		\$ 2.64

MASSACHUSETTS DEPARTMENT OF CORRECTION
 Inmate Telephone System
 Trouble Report Form

ATTENTION!! THIS FORM MUST BE COMPLETELY FILLED OUT OR YOUR CONCERN MAY NOT BE PROPERLY ADDRESSED

Inmate Name: Jose Garcia PIN#: 171243
 Commitment#: W-65670 Unit: 9, Rm. 8
 Inmate Signature: *Jose Garcia* Date: 5/12/11
 Inmate Telephone Number Attached Time Called Attached
 Telephone Number Called Attached Date Called Attached

Explanation of Trouble: (Be specific and include details)

Issue 1
 I,ve been overcharged for some of my pre-pay calls.
 Enclosed is a list with some of the dates, numbers, and time I,ve been overcharged. Can you please look into this matter, rectify the problem, and refund the difference into my account?

Issue 2:
 They are charging me more than the local rate for calls to Puerto Rico, when it should be local rate. PR is part of US and calls should be local. Can you please look into this matter, make the rectification necessary.

Resolution of Trouble/Concern

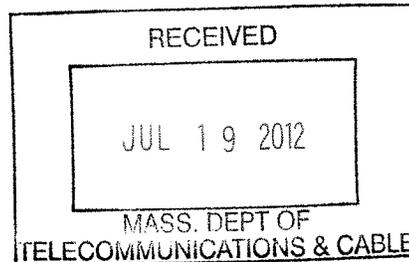
Issue 3:
 I am experiencing trouble when I call a magic jack out in the street. I understand that you already rectified that problem at Norfolk. Can you also look into this, and inform me of the outcome. Thank you for your time and consideration in this matter.

System Administrator: _____ Date Resolved: _____



Washington DC 20005-3404
PHONE:(202)393-8000 FAX:(202)393-1198

Jose Garcia, W-65670
MCI-Shirley Minimum-Unit #9
PO Box 1218
Shirley, MA 01464



11/29/2011

Dear Jose Garcia, W-65670:

This message is in regard to your complaint submitted on 10/27/2011 12:00:00 AM against Global Tel* Link Corporation. Your complaint was assigned ID 8787163.

The business has sent the BBB a message regarding this complaint, and we are passing it on to you. The contents of this message is below or attached. Please respond to this message in written form within 10 business days.

Sincerely,


Anita Horne
The Better Business Bureau

MESSAGE FROM BUSINESS:

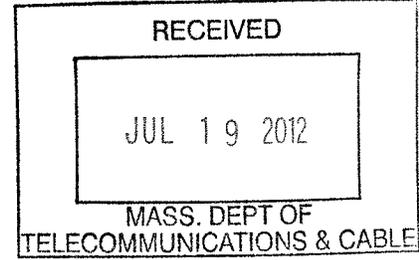
Attached is the resolution letter to this complaint

BBB Complaint ID: 8787163 (8787163 - 5507081)

Kathi Tarkir
ktarkir@gtl.net

November 29, 2011

Better Business Bureau
Of the Metropolitan Washington DC and Eastern Pennsylvania
1411 K ST NW, 10th floor
Washington DC 20005-3404
Dc-easternpa.bbb.org



Re: Jose Garcia – BBB Complaint ID # 8787163

Dear Ms. Horne

The customer contacted the Better Business Bureau because he says since December 2010 he has been overcharged for his calls and is requesting a refund.

We investigated Mr. Garcia's complaint and we determined that he is not being overcharged. Listed below are the current posted rates that GTL charges for the facility that Mr. Garcia is currently housed in.

Call Type	Collect Call Rates		Prepay Collect Rates		Debit Call Rates	
	Surcharge	Minute of Use	Surcharge	Minute of Use	Surcharge	Minute of Use
MA Local	\$0.86	\$0.10	\$0.86	\$0.10	\$0.65	\$0.075
MA IntraLata	\$0.86	\$0.10	\$0.86	\$0.10	\$0.65	\$0.075
MA InterLata	\$0.86	\$0.10	\$0.86	\$0.10	\$0.65	\$0.075
MA InterState	\$0.86	\$0.10	\$0.86	\$0.10	\$0.65	\$0.075

PLUS A .50 TAX PER CALL

I believe when Mr. Garcia was calculating the cost of his calls, he was not taking into consideration the \$0.50 per call.

GTL anticipates that this will close this complaint and should you have any additional questions please feel free to contact me directly.

Sincerely yours,

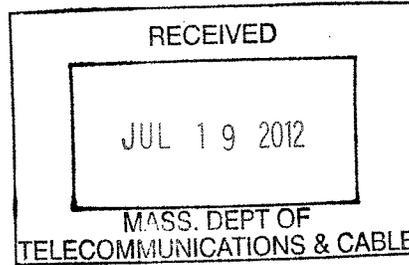
Kathi Tarkir
Complaint Analyst
ktarkir@gtl.net



BBB of Metro Washington DC and Eastern Pennsylvania
1411 K St. NW, 10th Floor
Washington DC 20005-3404
PHONE:(202)393-8000 FAX:(202)393-1198

11/28/2011

Jose Garcia, W-65670
MCI-Shirley Minimum Unit 9
PO Box 1218
Shirley MA 01464



Dear Jose Garcia, W-65670 :

This message is in regard to your complaint submitted on 10/27/2011 12:00:00 AM against Global Tel* Link Corporation. Your complaint was assigned ID 8787163.

We have written to the firm referenced above on two previous occasions. Since we have not received a reply to our requests for a response, a final notice will be sent to the company today.

Perhaps the firm has already contacted you. If so, please advise us of the situation immediately. If you do not hear back from us, it means that our attempts at conciliation have been exhausted and you may wish to contact an attorney or your local or state office of consumer affairs to pursue the matter further.

Please know that we are, unfortunately, not able to compel a firm to answer and resolve complaints. Since this firm is not a BBB Accredited Business, it is not obligated to respond and resolve consumer complaints with us.

In those few instances where our requests have been ignored, the information is made a part of the firm's file at the BBB. In many cases this will result in an adverse BBB Reliability Report being issued on the firm.

Please feel free to contact us with any further questions.

Regards,


Anita Horne
The Better Business Bureau

BBB Complaint ID: 8787163 (8787163 - 5486540)

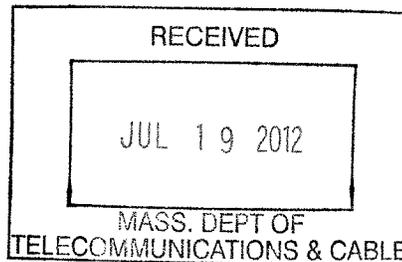
BBB of Metro Washington DC and Eastern Pennsylvania
1411 K St. NW, 10th Floor



BBB of Metro Washington DC and Eastern Pennsylvania
1411 K St. NW, 10th Floor
Washington DC 20005-3404
PHONE:(202)393-8000 FAX:(202)393-1198

10/27/2011

Jose Garcia, W-65670
MCI-Shirley Minimum Unit 9
PO Box 1218
Shirley, MA 01464



Dear Jose Garcia:

This message is in regard to your complaint submitted on 10/27/2011 12:00:00 AM against Global Tel* Link Corporation. Your complaint was assigned ID 8787163.

Your complaint has been sent to the business for their response. Once they have responded to the BBB, we will contact you again. In the meantime, if the business resolves your complaint, please send us a message to inform us.

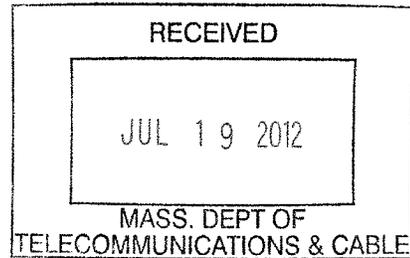
Regards,

Anita Horne
Anita Horne

The Better Business Bureau

BBB Complaint ID: 8787163 (8787163 - 5312996)

Jose Garcia W-65670
MCI-Shirley Minimum/Unit 9
P.O.Box 1218
Shirley, MA 01464



Better Business Bureau
290 Donald Lynch Bl.
Suite 102
Malborough, MA 01752

9/20/11

Dear Mr./Madam:

I have been trying to have the GTL telephone company to address the problems I am having with the services they are providing, but they have been disregarding my requests (copy attached).

I first contacted the institutional representative on 5/12/11 and they did not respond to my complain. I also wrote to their headquarter on July, 7th, but they didn't respond neither. People on the outside have been trying to call them, but they give them the runaround. I am incarcerated and have no other way to address this issues but to contact you. Can you please look into these issues and have them address them?

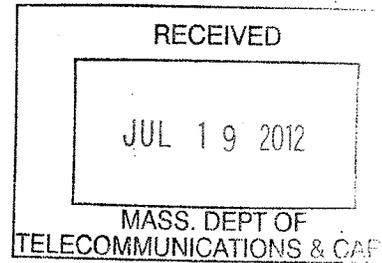
Though I am writing on my behalf, I want to make this a collective claim. There are over 12 thousand prisoners in Massachusetts, and if they are overcharged, it will make a big financial difference at the year. I believe this is a breach of contract.

If you need more information, please don't hesitate in asking. I will be more than happy to provide you with any other information you may need. Thank you for your time and consideration in this matter, and I humbly await your reply with any update.

Respectfully,

Jose Garcia
Jose Garcia W-65670

Jose Garcia W-65670
MCI-Shirley Minimum/Unit 9
P.O. Box 1218
Shirley, MA 01464



Advance Pay Service Dept.
Department 1722
Dever, Colorado 80291-1722

July 07, 2011

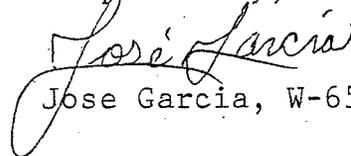
Dear Sir/madam:

This is to inform you that I have been notizing an overcharged rate on my phone calls since December 2010. I submitted a "Trouble Report Form" with the administration at this institution, but nobody responded to my complain, (copy attached).

Can you please address these three issues that I wrote on the attached trouble report form? Please, also send me a printout of all my calls and rates from December first 2010 to the present; along with your responds to my complains.

Thank you for your time and consideration in this matter.

Respectfully,


Jose Garcia, W-65670