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MASS. DEPT OF
TELECOMMUNICATIONS & CABLE

July 3, 2012

To Whom it may Concern,

Ever Since 2006/2007 the telephone system here at Norfolk MCI has been acting up & breaking down and back then their rates were very high. Like between $16.00 to $20.00 for a 20 minute long distance call. On Jan 1st 2007 my father passed away and I was'nt able to call my mother to help her thru everything because this system was'nt working to good it would dis-connect the call even before 20 minutes were up. In late spring my mother was put in a nursing home and from that point on until she died I had trouble reaching her or the phone line was scratchy or static on the line when it would get fixed it would'nt last to long and then it would be the same problems again, like the taped message would'nt work right and the system would hang up your call on you. My mother died on 3/30/2008 & I've been trying to settle her estate thru lawyers but this phone system keeps breaking down & I can't reach the attorneys handling the estate & its getting worse as the time goes by and its like the officers here who control the system don't care or they're having trouble fixing it. This time I can't even call

out because when I dial the area Code the system message say the number is not on my Pin # & hangs up on me, so how do I even make a call when I can't get past the area Code. It's been like ~~g~~ this year after year with the Company GTL Global Telecommunications Link

Thank You

John F. Lynch Jr
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Unit 3-1 #201