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JUL 19 2012
MASS. DEPT OF
TELECOMMUNICATIONS & CABLE

Mr. James Watson
M. C. I. Norfolk
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Norfolk mass 02056

June 17 2012

I am writing a few lines to let you know how these Prepayed Phone Cards / G. T. L. is not working well at all. It has done the following to me and my family. (1.) It has cut off on me so many times I have stop counting. (2.) It has taken money from me and my family on a number times when I have not got the chance to talk to my family at all. I call home it tells me I have no money, or the number I just dialed is not on my pin card, or the call goes through but the other party can not hear you speaking on your end, or you call and it does not go through at

all. So those are the major problems that your G. T. L. Prepaid Phone Company doing to my family. It needs to be adress S. A. P.

Respectfully

Mr. James Walters