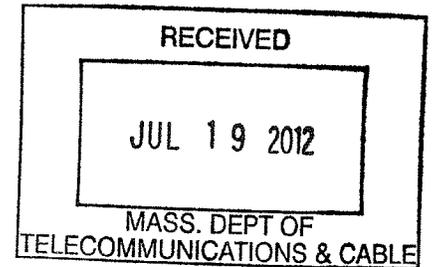


JUN 25 2012

Ms. Lula I. Koonce  
120 Crossing Dr. - B-104  
Cumberland, R.I. 02864  
334.337.4390

June 20, 2012

Prisoner Legal Services  
10 Winthrop Sq. 3rd Floor  
Boston, MA 02110



Dear Sir/Madam:

My name is Lula Koonce and my son has been incarcerated for the last twenty years. I am not quite sure as to how long GTL has been carrying phone service for the Department of Correction but I can assure you that the service has been absolutely horrendous! GTL has had a history of problems and has cost me unnecessary hardship as a result of their overcharging and poor service. I would like to take the time out to briefly list the problems I have had over the years and continue to have with this company:

1. They have tried to force me to switch over to "pay per call" service, just because I fell behind on my phone bill. I have been with Verizon for years and they continue to pressure me to switch over to their system, because of my inability to keep my bill manageable, according to their standards/limitations.
2. My son has called me on several occasions and after I have accepted the call, I was disconnected for no apparent reason, costing me a 1.00 plus for a call I never received.
3. I briefly had to switch over to "pay per call" some years back and was overcharged for calls that I was disconnected from. For example: my son would call me and the machine would say that I had 19.00 and some change left. The next time he would call, it would be like 13.00 and we had only spoken one time since the last call.
4. I was also unaware that anyone in the Massachusetts prison system could call on my account and several times I accepted inmate calls, thinking it was my son (no name recording), only to find out it was my nephews who were locked up.
5. The quality of the phone system is very poor, despite the exorbitant fees they charge. I constantly have to tell my son to speak up; there is always static in the phone; my son often states he cannot really hear me, so he will have to cut my call short, only to change to another phone, which is sometimes even worse than the first one.

These are only a few of the problems that I have had with GTL and I hope that I am able to speak at the up and coming hearing.

Thank you for your time!

Sincerely,  
*Lula I. Koonce*  
Lula I. Koonce