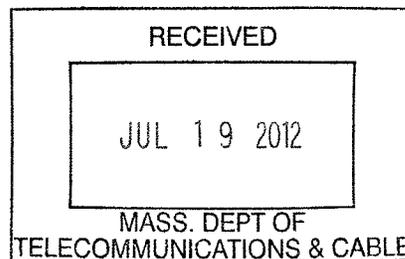


LARRY ROBINSON

JULY 13, 2012

TO: GTL TELEPHONE SERVICES  
RE: RATES AND QUALITY



Dear GTL:

I utilize your telephone system on a daily basis as a way to communicate with my family and friends. The problems I am experiencing are calls being disconnected during conversations and the inability to reconnect. I am also having problems with your accounts, being that I have the money and your recording stating that I have no funds. The last and most aggravating is the quality of the call itself, most of the time I cannot hear my party or they cannot hear me.

Finally, I would like to point out that after being disconnected, I am again charged for the acceptance fee once again, on top of the minute by minute rate being lost in the process. On several occasions I have tried to submit complaints for a refund, and each time I was ignored. To date I have never been refunded for my dropped or distorted phone calls.

In closing, I would request that you look into ways to lower your rates and maintain a quality control system to give us a proper service.

Sincerely,

  
LARRY ROBINSON