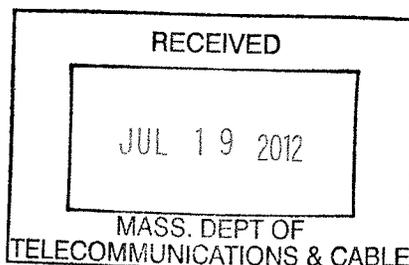


1. After years of being able to call her through her phone company Verizon, my friend in Texas, her number suddenly refused to accept any collect phone calls and both she and her company didn't know why except that Verizon told her GTL was responsible. Finally, in 1/2012 she was woken up very early one morning by GTL telling her she must establish a prepaid account with them if she wanted to continue to talk to me and proceeded to question her about her credit card info. When she later woke up and realized what had happened, she regretted giving out this info. This business practice by GTL and the way they went about eliciting credit card info is suspicious and questionable. A. Did GTL suddenly stop doing business with Verizon in Texas only? Or nationwide? Or is this a ploy to switch to GTL's prepaid account program? I've asked GTL on their <sup>complaint</sup> complaint forms and they've ignored to issue.
2. On 2/3/12 I made a 4 minute (if that) call to the above person that had to be terminated because we couldn't understand each other it was so garbled. At the beginning of the call, I was told the balance was \$23. later that day I tried another phone but hung up when the recording told me the new balance was now \$7. My friend was charged \$16 for a 4 minute call!  
In the 4+ months since then, and 3 different complaint forms sent, GTL has refused to address this problem or reimburse my friend. They also refuse to send me a listing of all calls made on this prepaid acct so I can see how they justify this \$16 charge. Their last reply to this was that "Calls are a privilege."
3. It often does no good to complain to GTL.
4. Service is substandard. Not a day goes by that phones are unusable by us.
5. Equipment is substandard. See above.
6. Attitude towards us is substandard. "Calls are a privilege." GTL has a monopoly in here and has no incentive to improve on ~~the~~ #2 3, 4, 5, 6.



GTL -

I have access to up to 17 different phones on any given day and for all the years with this system in here there has been only 1 phone that I can reliably use where I and the party I call can reasonably expect to have a somewhat clear phone call where we both can hear and understand each other w/o having to terminate ~~to~~<sup>the</sup> call, and that's on the other side of the institution. It often takes me weeks, sometimes up to 2 months, to be able to get this phone and that is a sorry statement about GTL.

With GTL and the DOC earning 10's of million of dollars every year from us and our families/friends, there are no incentives to improve this dismal state of affairs re GTL's phone system.

MICHAEL BORODINE

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6/19/12