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MASS. DEPT OF
TELECOMMUNICATIONS & CABLE

Raymond GRENIER #W-43213
P.O. BOX 43
NORFOLK, MA. 02056

6/17/12

The Phone System Currently in Place Suffers From To many Defects! Below Are A Number of Them I'm Sick of Dealing with That need correcting.

C1.- Being Disconnected During A CALL.

C2.- MAKING A CALL with A Connection And being charged AS if I Got Through, Then having To wait About An hour For The System To put The money BACK unableing me To make Any other CALLS if my Funds Are Low.

C3.- The Rude Recording That interrupts my CALL every Few minutes! People Know From The START of The First Recording where The CALL is From.

C4.- The Cost of A CALL is To much! WE Are not Getting Paid "minimum WAGE" most Jobs Are For Good-Time or Pay one or Two Dollars A Day! people have To Go without BASIC needs To SAVE For A Phone CALL And put up And Deal with All The things mentioned Above.

These Problems need To be corrected!

signed,

Raymond Grenier