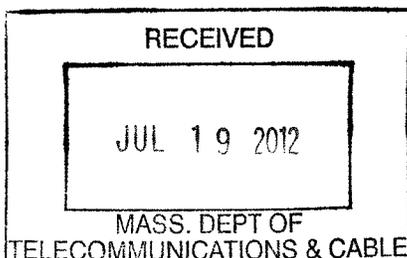


JUL 09 2012

To GTL

My name is Sonia Sellers. I am a customer of global tel link and I am having trouble with my phone service. I am experiencing calls dropping. I can hear him when he talking but he cannot hear me. He have to call me back several times in order for the phone to get back right. This is still taking money off my account. This is also inconvenience for us both. He is a inmate of MCI Norfolk Massachusetts. His name is Dennis Winborne W87790. I don't have any other trouble getting calls from anyone else that calls my phone. It only happens when he is calling me from the prison. I hope you can get to the bottom of this as soon as possible. Thank you for your time and effort on making this right.



**Sonia Sellers
P.O. Box 43
Siler City, N.C. 27344**