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To whom it may concern:

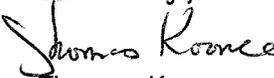
I am currently incarcerated at MCI Norfolk prison. I have been asked to send you a letter regarding the unsatisfactory practice/service of GTL.

Ever since the DOC switched over to this company, it has been nothing but a headache! This service has charged my family and I an arm and a leg and has given us nothing but problems on our personal calls.

- (1) I have been disconnected from numerous phone calls, without having even used three way or two way calling.
- (2) My personal phone account has been miscalculated by the computer numerous times, thus charging me more for calls than advertised.
- (3) I have called my mom on numerous occasions, only to have the phone be disconnected as soon as she accepted my calls, thus making me have to call back again, and costing her additional fees.
- (4) Many family and friends are forced to use this prepaid calling system and robbed by connection fees, before they even say "hello".
- (5) We are constantly subjected to: static in the phones, broken phones, ear-pieces we can hardly hear out of, mouth pieces that we have to scream into, thereby prohibiting us from any kind of privacy with our loved ones.
- (6) The phones take forever for repairs and as soon as they fix them, they are broke within a few weeks. They are only replacing them with other "older phones" which they supposedly have repaired & never bring in new phones.

This system is a sham and is robbing us of the little quality time and privacy we have with our loved ones. This is a disgrace and they are robbing our us and our families of hard earned money. They simply want our money and don't care about the service they render. I hope that we can bring some change to this horrible phone system.

Thank you for your time and interest in helping.

Sincerely,  
  
Thomas Koonce