

# EXHIBIT 1

Comments re Second Further Notice of Proposed Rulemaking:  
Unclaimed Funds, January 12, 2015

*Select complaints to the Better Business Bureau and Consumer Affairs  
about GTL seizing customer funds*

**PRISON**  
POLICY INITIATIVE

3/25/2014

Billing/Collection Issues | [Read Complaint Details](#)

**Complaint:** I opened an account in order for an inmate in \*\*\*\*\* Detention to call. I wanted him to be able to reach me at different locations so I had three phone numbers I wanted him to be able to use. They told me I had to open one account for each number. There was a 6.95 charge for each number. Every time I added money to one of the accounts, there was a 6.95 charge again. When the inmate was released and I asked for the refund of the balance on these accounts, I was informed that there would be another charge of 5.00 for each account. When I opened the accounts, I was not told that there would be a charge to close them. The fees for each call were extremely high to begin with and now they want to charge even more money. I feel they are taking advantage of people during a very difficult time.

**Desired Settlement:** Although I was upset about the initial fees to open the accounts, I was made aware of them and because there is no other form of communication, I accepted it. However, I don't feel that I should have to pay ANOTHER fee on top of all the phone charges they added up. I am requesting that they return the 5.00 fee for two of the accounts, and the balance of 2.45 on the third one, a total of \$12.45.

**Business Response:** March 14, 2014

Dear \*\*, \*\*\*\*\*

This letter serves as a formal response to the complaint listed above.

The customer contacted the Better Business Bureau because she requested to close her 3 GTL phone accounts and was informed that there is a \$5.00 refund processing fee deducted from the balance on each account. \*\*, \*\*\*\*\* is requesting that the \$15.00 in fees be waived.

We investigated this complaint and contacted \*\*, \*\*\*\*\* via e-mail and informed her that the remaining balances on her accounts have been credited back to her credit card. The refund processing fee has been waived on all 3 accounts.

GTL anticipates that this will close this complaint and should you have any additional questions please feel free to call.

Sincerely yours,

<http://www.bbb.org/washington-dc-eastern-pa/business-reviews/telephone-communications/global-tel-link-corporation-in-reston-va-132001633/Complaints#breakdown>

Lisa of Sylmar, CA on July 2, 2014

*Satisfaction Rating*1/5

I have been using Global Tel Link which is now Connect Network for 3 years. I have noticed that when a call has been made it charges \$1.44 and \$0.05 for tax per call. Well, I have been noticing for months that the amount I have in the balance column after each call and tax is wrong. They always have a negative in the balance column but a positive amount on top where it says Amount Available for Calls. So, yesterday I put \$20.00 and my inmate tried to call and it said no money on account. I checked and they took over \$25.00 with no explanation. I have printed my statement and they obviously cannot do any math - the whole list is wrong. The amount they charge is one thing but to continuously rip me off a few cents every phone call for 3 years is absurd. I am pissed, but because they have a monopoly there is nothing I can do. I just checked and they replaced the \$25.00, but I am not even sure if the amount is correct because they put money on and take it off at their every whim.

Also, I have 3 numbers that my inmate can call and one number for my dad he hardly ever calls. One day I get a letter stating that the money on this number will be removed and kept by GTL for inactivity if I do not call. So, I call and they tell me that the money is already gone. I tell the lady that the letter states, I need to call within 180 days of the date on the letter. She tells me the letter is wrong and it is 180 days from the last call made to that phone. REALLY SHADY BUSINESS!!! Again, what can we do - they have a monopoly on the industry. WHEN IS SOMEONE GOING TO CALL THEM ON THEIR SHADY, RIPOFF, BUSINESS PRACTICES????

[http://www.consumeraffairs.com/cell\\_phones/global\\_tel\\_link.html?page=2](http://www.consumeraffairs.com/cell_phones/global_tel_link.html?page=2)

9/27/2013

Problems with Product/Service | [Read Complaint Details](#)

**Additional Notes**

**Complaint:** I started an account about one year ago and had funds remaining. My request for a refund was denied. I order per paid calling on my phone and was not aware of any expiration dates on having this set up. When I called requesting a refund I was told that after 90 days the company keeps all unused funds. That's robbery!

**Desired Settlement:** I want my remaining funds returned to my account.

**Business Response:** September 16, 2013

Dear \*\*, \*\*\*\*\*

This letter serves as a formal response to the complaint listed above.

The customer contacted the Better Business Bureau because she opened an account about a year ago and is requesting the remaining balance on her account be refunded.

We investigated this complaint and contacted \*\*, \*\*\*\*\* and advised her that we had no record of an account that was set up on the phone number provided in the complaint. \*\*, \*\*\*\*\* explained to us that she had changed phone carriers. In order for GTL to process a refund we need the account number that the account was actually set up on. \*\*, \*\*\*\*\* said she would have to look for the number and she would get back to us. As of today \*\*, \*\*\*\*\* has not provided us with the account number.

We will be more than happy to reopen this complaint once we receive the account number from \*\*, \*\*\*\*\*

GTL anticipates that this will close this complaint and should you have any additional questions please feel free to call.

<http://www.bbb.org/washington-dc-eastern-pa/business-reviews/telephone-communications/global-tel-link-corporation-in-reston-va-132001633/Complaints#breakdown>

4/14/2013

Billing/Collection Issues | [Read Complaint Details](#)

**Additional Notes**

**Complaint:** In 2011 I put money on an account for phone number \*\*\*\*\* for calls from a jail. I put the money in a kiosk and received a receipt. Today I called and was told there was no money on my account they then tell me that there is a 90 day inactivity forfeiture clause. When I bought the time I was not informed as such and was never informed afterward.

**Desired Settlement:** My money transferred to my new number

**Business Response:** Attached is the resolution letter to this complaint.