

THIS GLOBAL TEL-LINK SYSTEM IS SO UNFAIR TO THE CUSTOMERS. THE PROBLEM IS THE PRICE FOR ONE THING. WHY DON'T THEY HAVE A CALLING PLAN? WHEN YOU TRY AND PUT MONEY ON THE PHONE WHEN YOUR LOVED ONE CALLS FROM JAIL, BY THE TIME YOU HAVE TO GIVE THE INFORMATION THEN THE PERSON CANNOT TALK OR THEIR TIME IS LIMITED, AND WHEN YOU DO LOAD YOUR INFO, THEN IT SAYS YOUR CALL WILL BE CONNECTED THEN CUTS YOU OFF, THEN THEY BLAME YOU AND SAY IT IS THE CELL PHONE DROPPING CALLS WHICH IS A LIE, IT HAS HAPPENED FROM MY HOME PHONE AS WELL, I COMPLAINED AND THEY NEVER REFUNDED MY MONEY FOR A MISSED CALL THAT THEY DID NOT CONNECT ME TO. I AM SICK OF THIS COSTLY SYSTEM AND I AM GOING STRAIGHT TO MY CONGRESSMAN ON EVERYONE THAT I COMPLAIN TO IF THEY CAN'T FIND A SENSIBLE LESS COSTLY SOLUTION TO THIS AGGRAVATING MONEY SCAM THAT THEY HAVE FOR US WHO ARE INNOCENT AND LOVE OUR FAMILY MEMBERS WITH PROBLEMS ANYTHING TO MAKE MONEY ON THE HELPLESS. THIS IS SO WRONG IN THIS COMPANY TO DO THIS AND WE HAVE NO CHOICE BUT USE THEM FOR OUR INMATE CALLS, THEY SEEM TO THAT. I AM IN JEFFERSON COUNTY ALABAMA, MY GIRL IS IN JAIL THERE IN BIRMINGHAM, I HAVE PAID A TON OF MONEY FOR THE CALLS AND THE RIP OFF COMMISSARY THEY HAVE THERE FOR THEM WHICH IS ANOTHER BLOOD SUCKER, IT COST ME MORE MONEY FOR HER TO BE IN JAIL THEN AT HOME. PLEASE DO SOMETHING ABOUT GLOBAL TEL LINK, THEY NEED TO REIMBURSE MANY PEOPLE THAT THEY HAVE MESSED UP ON NO CONNECTION PHONE CALLS AND THEY SUGGEST THAT WE CALL THE MAIN # AND ADD MONEY BEFORE THE INMATE CALLS, I NEVER KNOW WHEN SHE CAN CALL, AND HAVE TO HOLD FOR THE PROCESS, WHICH IS ANOTHER INCONVENIENCE, THAT THEIR SERVICE SHOULD HANDLE IN A MORE RAPID METHOD. THIS TO ME ADMITS THAT THEY KNOW THERE IS A PROBLEM WITH ADDING MONEY OVER THE PHONE. IT TOTALLY IS A RIP OFF.. PLEASE DO SOMETHING QUICK WE HAVE A WAY TO GO. THANK YOU, I WORK FOR THE GOVERNMENT AS WELL AND WOULD

HOPE YOU WILL TAKE THE TIME TO HELP ME . I WORK FOR THE FAA, FEDERAL AVIATION
ADMINISTRATION, AND WOULD REALLY APPRECIATE YOUR SERVICE TO THIS MATTER.
THANK
YOU. JUST MAD AND FRUSTRATED