

This is my son's 1st time in prison and I set up an account on Monday Sept. 24th and the amount was \$25 and 4.75 Of that was a fee and the calls were 2.85 per min. After 5 calls and on 9/27/2012 I had not heard from my son so I called GTL to get my balance and it was \$11.68 after only 5 calls and come to find out as of 09/27 /12 another company had taken over and I was not even notified when I called to ask that my remaining balance be credited back to my debit card I was informed that they charge a \$5.00 fee for credits as well as a \$4.75 fee for the five calls that we actually received. This is a total case of taking advantage of consumers. This company should be fully investigated and the amount owed to customers should be promptly returned and that should be put out of business!!! I am also sending a complaint to Gov. Robert Bentley as well as any other FCC site that I can find. Thank you for your time..... Leigh Ann Counts