

Received & Inspected

OCT 19 2012

FCC Mail Room



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**GLOBAL TEL\* LINK PHONE SERVICES  
BREVARD COUNTY JAIL, FLORIDA**

October 10, 2012

Brevard County Jail  
Attention: Communications Director  
860 Camp Rd  
Cocoa, FL 32927

Global Tel\*Link  
Brian Oliver, CEO  
2609 Cameron Street  
Mobile, Alabama 36607

AdvancePay Service Department  
P O BOX 911722  
Denver, Colorado 80291-1722

Office of Attorney General  
State of Florida  
The Capitol PL-01  
Tallahassee, FL 32399-1050

Federal Communications Commission  
445 12th Street SW  
Washington, DC 20554

Re: Global Tel Link (GTL) Phone Services in Florida

Dear Brian Oliver, CEO GTL, Brevard County Jail Communications Director, AdvancePay Service Department, the Florida Attorney General and the Federal Communications Commission,

I am bringing a problem with the communications Global Tel Link provides, their deceptive tactics and their unacceptable customer service to your attention for several reasons:

First, I called Global Tel Link customer service on 10/4/12 because I have been having

multiple instances of dropped calls, specifically yesterday 10/4/12, I received 5 or 6 calls from my client who is an inmate at the Brevard County Jail and the calls dropped off each time and I was charged approximately \$3.00 for each call. I immediately called and asked customer service to refund the \$25.00 credit card payment I paid on 10/4/12 and they basically told me dropped calls were not their fault without doing any checking into my complaint, it was like there was a scripted answer customer service gave to my complaint. I was able to speak to my client for a few seconds during one of the calls and he said the person next to him at the jail was on the phone and his calls kept dropping off also clearly indicating this was a GTL problem. It was not a problem with my phone. I did not have any dropped calls on 10/4/12 except for calls made through GTL and I had dozens of phone calls that day to different numbers. I told the customer service representative on 10/4/12 that if they did not give me a refund I would dispute the \$25.00 charge with my credit card company because I did not receive the services I paid for. I have since made that complaint to my credit card company as GTL did not give me a refund.

More importantly, my client is in the Brevard County Jail could not conduct the business he needed to conduct with me because of problems with GTL equipment/phone services. This is not the first time the GTL system has had problems. A week or so ago over the weekend the GTL phone system was down at the jail. Also, I have had at least 10 other GTL calls that were dropped over the past two months, right after being connected (and of course GTL collected their fee instantly and I did not get the service I paid for). I am asking for a refund of \$50.00 from GTL based on GTL's failure to provide the services I have paid for over the past several months. GTL charges a \$5.00 service charge each time we prepay a \$25.00 account, that's a 20% fee. On \$50.00 prepays we are charged a service charge of \$10.00, again a 20% fee. The prepay fees are in addition to the \$3.00 fee for each phone call.

How and why can GTL charge such an outrageous "service fee" before they ever provide any communications service? Who gets this fee, what does GTL do with it? Once we accept a call from the jail we are instantly charged about \$3.00 whether the call connects or drops right off or not. GTL calls have a 15 minute time limit for the fees we pay and many times the calls drop off well before the 15 minute limit. I am not paying for phone calls that are not completed or that drop off right away, whether it is a problem with GTL equipment or the interfaces of GTL equipment with other service providers. No excuses – if we don't receive the communications service GTL charges us up front for, GTL should not be paid, period!!!

Second, about a month or more ago I called GTL customer service to have statements for my two accounts mailed to me. I was promised I would have the account statements within a week or so. I have received no statements for my accounts (321) 622-8866 and (321) 626-9782 from GTL and when I asked GTL customer service representative about it on 10/4/12 he had no answer and took no action to send me my statements.

Third, I find it appalling that GTL is taking advantage of those that are least able to afford telephone services, citizens that are incarcerated by the state and their families. The people that are in jail typically are represented by the public defender because they are declared

indigent, and they are unable to post bond. GTL's 20% service charges are outrageous and \$3.00 for a local 15 minute call is ridiculous. I hope the Attorney General and FCC will investigate these charges to determine if they are proper and lawful.

Finally, I received a call from an inmate at the jail on 10/8/12 and followed GTL's instructions to block all calls from the jail on my phone (321) 626-9782. GTL's recorded message then told me to call an 800 number and I would receive a text message from GTL to complete the process of blocking my phone from jail calls. Well it did not work. I did get a text message from GTL after calling the (800) number and here is what it said:

"Locator Svc \$9.99/mo Msg&date rates may apply for 20 lookups/mo. Reply HELP for help [www.wmw181.com](http://www.wmw181.com) Reply Y for info on # you R dialing Reply STOP to cancel."

I replied "STOP"

GTL replied with: "You are NOT subscribed to the Locator Svc. No further charges apply or msgs sent. For more assistance, Reply HELP or call 800-850-5400."

I am still receiving inmate calls from the jail. This is another example of how GTL plays games to try to take advantage of those least able to afford it by trying to sell something to someone trying to cancel service. This really needs to be looked at by the Attorney General and FCC.

**Global Tel Link:** Please respond specifically and in detail to the following:

- I request a \$50.00 refund for reasons stated above, please immediately credit my credit card accounts that I used to pay these fees or send me a check at the address listed below.
- I request complete written statements of my accounts as listed above from January 2012 to present. You may be violating the law by not providing an accounting statement of the communications services we pay for, but regardless, that is very poor customer service, especially with the outrageous up-front fees you are charging your customers.
- What specifically is the purpose of the \$5 and \$10 service charge fees (20% rate) and why are they so high and what do you do with these fees?
- Why do you charge \$3.00 for a local 15 minute phone call?
- How much does the Brevard County Jail collect from Global Tel Link for each \$5 or \$10 service charge and for each phone call?
- Please immediately refund all credit balances on my accounts listed above to me by crediting my credit card accounts or mail a check to me at the address listed below.
- Close both of my accounts immediately and block my phone numbers so I cannot receive calls from inmates because I refuse to do business with Global Tel Link. On
- You make it very easy to make payments to you as that is the first prompt when we call

your customer service number and get the automated payment system with instructions in crystal clear English language. However, you make it virtually impossible to speak with a live customer service representative when we have a problem as there are multiple automated prompts before we can actually speak with a live person. When we finally reach customer service there is a distinct language barrier to communicating with your representatives. I point this out to illustrate that you have put a lot of resources into collecting fees and charges but not at providing quality customer service.

I am also bringing these issues to the attention of the Florida Attorney General and the Federal Communications Commission.

I look forward to hearing from you promptly.

Thank you,

A handwritten signature in black ink, appearing to read "William J. Cleckner". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

William J. Cleckner, Esquire

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Melbourne, FL 32940

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