96-128

DOCKET FILE COPY ORIGINAL

Gregory M. Loyal #71325/085299A
Southwoods State Prison
215 Burlington Road South
Bridgeton, New Jersey 08302

Received & Inspected
NOV 1 - 2013
FCC Mail Room

Attn: Chairperson
Federal Communications Commission
445 12th Street S.W.
Washington, D.C. 20554

Oct 25, 2013

Dear Sirs/Mams
I'm a prisoner at Southwoods State Prison in New Jersey and I have a problem with Global Tell Link, the contracted phone service the prison uses, stealing our money for phone use.
To begin, my family had our own provider Verizon which was cut off by this prison and Global Tell Link, forcing us to use their services. This was done so that we had to use their services. This led to Global Tell Link, literally taking our money when they feel like it, as if we have no say so. In July 2013 my wife used her credit card to put $25.00 on my mother's phone so I may make contact with her.
I made one call to my mother's home which is 3 counties from where I am located, then Global Tell Link

At one point my wife used her credit card to add money for my pre-paid calls $100.00 Global Tel Link took $20.00 of that money just for posting the money for my calls. When my wife call them back to find out why I only had a balance of only $81.16 The Global Tel Link company told her this is what Southwoods Prison wanted them to charge.

At one time my wife used her credit card to add $100.00 to my phone account and they charged her $7.00 Today 10-25-13 she used her card to post $100.00 and they charged her $20.00 before I could even make the call. I'm bringing this matter to your attention seeking some sort of remedy to the matter.

It's obvious that Global Tel Link, Southwoods State Prison and the New Jersey Dept. of Corrections have a scam going to steal our money because they feel they can get away with it. My family and I plan to bring forth civil law suit against Global Tel Link, Southwoods Prison and the New Jersey Dept. of Corrections for the blatant theft our money, we'll also be contacting the media in an attempt to make the public aware of the robbery that's