

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Tyrone Gibbs

v

Docket No C-2013-2358084

Global Tel Link Corporation

COMPLAINANTS RESPONSE TO RESPONDENTS
ANSWER AND NEW MATTER

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PA PUBLIC UTILITY COMMISSION
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I INTRODUCTION

In accordance with 52 Pa Code §5.61, Complainant, Tyrone Gibbs, submits this response to respondents Answer & New Matter Petition.

Complainant in this matter sets forth facts needed to establish and sustain his contentions against Global Tel Link Corporation.

II RESPONSE TO RESPONDENTS ANSWER

Global Tel Link's position

- "a) It is specifically denied that there is a reliability safety, or quality problem with the service provided by GTL at the Graterford correctional facility".
- "b) It is specifically denied that GTL has employed practices at Graterford that are designed to "maliciously extract funds" from the Complainant.

It is specifically denied that GTL is "padding" its bottom line. It is specifically denied that GTL is responsible for an "oversight" or exhibited deliberate indifference or neglect in fixing problems.

It is specifically denied that GTL has failed to

act with regard to "glitches" or technical difficulties related to the telephone system. It is specifically denied that GTL has failed to issue refunds. It is specifically denied that the phones "always cut off mid-conversation" or that GTL has denied the Complainant the 15 minute calls he has prepaid'.

II COMPLAINTANTS ANSWER

Whether designed to "maliciously extract funds" or because of "deliberate indifference", or as a result of negligence or "oversight", the bottom line is none the less the same; We are pre-paying for a 15 minute call, and like clockwork, and as sure as death & taxes, all the phones, whether the caller is in his 1st minute, mid-conversation, or anywhere else in the call, are cutting off simultaneously. This points to an obvious systemic problem opposed to any individual callers "use of landline or cellphone".

Over the course of the past 60 months this has been the Modus Operandi of the Global Tel Link system. When this happens, we, the consumers, are the losers \$1.60 each time. Getting on the phone is a crap-shoot. You never know when it's going to transpire (shut-off), because we never know if the problem, which I personally complain about on the regular, has been fixed or not. We're not afforded the courtesy of a "wet paint" or "slippery when wet" sign. Nothing is written addressing the matter, and no signs are posted informing us of the phones operational status. And because each day brings a new beginning, we naively line up over and over patronizing an corporation/business that has no respect for us.

The proverbial proof is in the pudding. Quality and reliability are synonymous with one another. The phones always hang up on us, thus making them by definition, unreliable, which in turn is a reflection of the quality of the service.

The phone company is in the business of connecting people, so anything less than that is a dereliction of duty. When my cable

goes out as a result of some technicality, the provider pro-rates the bill, an act which in itself, is an acknowledgement of their mistake, and at the same time, an amicable financial resolution for its valued customer. In Graterford prison, we're not afforded these courtesies. When I pre-pay for a 15 minute call and don't receive that, thru no fault of my own, yet my monies were collected for services not rendered, Global Tel Link benefits financially. So, even if by default, their bottom line increases, and is thus padded.

And it is for these reasons that I would respectfully disagree with Global Tel Links assessment of the matter, and ask that their petition be DENIED.

III RESPONSE TO RESPONDENTS NEW MATTER

According to their contract, Global Tel Link and the Pennsylvania DOC have a system of checks and balances between themselves that calls for the levying of fines & cost when there has been a breach of service. Among them is a \$10 fee for every time Global Tel Link does not respond within 16 hours after the Pa DOC lodges a complaint (In contract terms this is called the issuing of a 'ticket'- I am not yet privy to the number of tickets that have been issued, but will be requesting this information).

However, between Global Tel Link and its most viable asset, me the consumer, they've failed to establish and/or enforce a similar system of checks & balances. As noted in Exhibit A (attached hereto), before I ever contacted the PUC, I gave 1st deference to the Pa DOC and Global Tel Link, informing them both of my problems. It was only after countless times of complaining and then receiving responses that ranged from the insensitive, "no refunds, period", to those made to obfuscate, "A local circuit was experiencing problems and GTL doesn't issue credits", that I initiated contact with the FTC, BBB, and the PUC. After following proper protocol, and then being given the endless run-around, what recourse was left for me, a long

time customer?

And it is for these reasons that I respectfully disagree with Global Tel Link's contentions as stated in the NEW MATTERS.

IV CONCLUSION

Wherefore, for all the foregoing reasons, I Tyrone Gibbs respectfully request that Respondents Answer and New Matter Petition be DENIED and my case allowed to proceed forward in the interest of Justice.

Respectfully submitted,

Dated: July 4, 2013

A handwritten signature in cursive script that reads "Tyrone Gibbs".

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EXHIBIT A

1) Dated letter addressed to Global Tel Link informing them of my problems with their phone system(which I received no response)

2) Three(3)(of the many that I have) "Telephone Discrepancy" forms, dated over a period of time,that establish a pattern of neglect and unresponsiveness by GTL

Tyrone Gibbs FS-7093

P O Box 244

Graterford, PA 19426

March 6, 2013

Global Tel Link

Glenda Rankin, Billing Services Support

Ms Rankin

First and foremost, hello I begin by telling you that this letter is in reference to your phone system at Graterford Pennitantury, and how, because of one problem or another, it has cost us men our hard earned money through no fault of our own. If in fact this issue is not in conformity with your position, please forward it to the proper department. Thank you.

On more than one occasion have I used the GTL system and been cut off mid-conversation. This is one of the major issues that plague us in the institution. We are actually experiencing many technical difficulties that disrupts our phone calls. The fact that the difficulties exist isn't the problem. The **denial** by the people who run the system is the biggest travesty. These problems have existed for some time, and for GTL not to correct them is a blatant disregard for our consumers rights. Not only have you refused to correct the problem, but you also refuse to give any refunds for problems that are not caused by the consumer.

We have instances where the prepaid money is credited to our account, and when we use the phone that evening, all of the phones will simultaneously cut off- and yet when we petition for our money back we will be told that cell phone calls aren't refunded. In instances like this, the proverbial proof is in the pudding"- if everybody, at the same time, whether talking to land line or cell phone is being cut off, then obviously there is a glitch in the matrix, and not with the individual

caller

I've personally spent over \$3,500. on pre-paid calls with your company in the last 3 years, thus making me what I hope to be at least, ^A valued customer I would like the problems fixed, and to be compensated for the times that I spent my monies and did not get what I paid for

Respectfully,
Tyrone GMB

cc// file

B-BLOCK TELEPHONE DISCREPANCY/REQUEST FORM

Date: 3/19/13

To: Institutional Telephone Coordinator

From: Tyrone Gibbs FS7093 BA2043
Name DC# Cell Location

PIN #: 318171

RE: Telephone Trouble

Please give a brief but detailed explanation about your telephone/pin problem. If you are having a problem with a specific telephone number(s), be sure to list them.

At 6:50 pm while I was on the phone, the entire phone system shut
down as usual, all the phones cut off. I would like to be
credited my \$1.60 please.

Thank you

Telephone Coordinator's Response

There was a local circuit experiencing problems,
not part of prison. GTL is not issuing credits

Inmate's Signature Tyrone Gibbs 3/29/13 (2)

Unit Manager [Signature]

B-BLOCK TELEPHONE DISCREPANCY/REQUEST FORM

Date: 2/5/13

To: Institutional Telephone Coordinator

From: T. GIBBS
Name

FS7093
DC#

BA2043
Cell Location

PIN #: 318171

RE: Telephone Trouble

Please give a brief but detailed explanation about your telephone/pin problem. If you are having a problem with a specific telephone number(s), be sure to list them.

At 8:00pm All the phones simultaneously said "goodbye"
and hung up while people were talking. I was one of them.
Obviously it was as a result of some type of system failure, and
not each individual man on all 18 phones. I would like to
be reimbursed my \$1.60 please.

Telephone Coordinator's Response

10 min call made to cell phones
made phone calls

Inmate's Signature T. Gibbs

Unit Manager _____

VERIFICATION

I, Tyrone Gibbs, certify that the facts set forth in the foregoing Complainants Response To Respondents Answer And New Matter are true and correct to the best of my knowledge, information and belief. I understand that false statements herein are subject to the penalties of 18 P.S. §4904, related to unsworn falsifications to authorities.

Tyrone Gibbs
Tyrone Gibbs

Dated: July 5, 2013

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CERTIFICATE OF SERVICE

I, Tyrone Gibbs, certify that on this date I served true and correct copies of Complainant Tyrone Gibbs' Response to Respondents Answer and new Matter on the below party by First Class mail, postage prepaid:

Edward G. Lanza, Esq
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Senior Counsel, Global Tel Link Corporation
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