

Dear Valued Customer,

Due to regulatory uncertainty over allowable intrastate calling rates between March 17, 2016, and March 23, 2016, some of GTL's customers making calls from, or receiving calls from Massachusetts Department of Corrections (Massachusetts DOC) facilities may have been charged a higher rate than currently allowed by Massachusetts' law. This inconsistency in the rates that were charged was caused in part by a Federal Communications Commission (FCC) notice issued on March 16, that purported to change intrastate rate caps, followed by subsequent action by the U.S Court of Appeals for the D.C. Circuit that specifically prevented the application of the FCC-ordered rate caps on intrastate calls.

At all times, GTL was in compliance with FCC mandated calling rates. However, for a period of time from the implementation date until April 1, 2016, there were inconsistencies between GTL's rates and those permissible under the rate caps on intrastate calls set by the Massachusetts Department of Telecommunications and Cable (DTC). To correct any possible overcharges during this period, on April 4, 2016, GTL issued credits to all customers who were charged an amount higher than the DTC effective rate caps for intrastate calls during the period between March 17, 2016 and April 1, 2016. We apologize for any inconvenience that may have been caused and we have ensured that those customers who may have been overcharged for such intrastate calls (those originating and terminating in the state of Massachusetts) have received a refund in full for the overcharged amount. Please know that GTL is committed to our customers, values our partnership with consumers and regrets any inconvenience that the rate inconsistencies may have caused.