

DTC - GTL 1-1:

Identify every Petitioner in this action. For each Petitioner that is an entity, provide its physical address, mailing address if different from its physical address, telephone number, and a list of all officers and directors or partners and their titles since January 1, 1998. For each Petitioner who is a natural person, provide that individual's mailing address(es), place(s) of business, telephone number, and any aliases or other names that person has used since January 1, 1998.

Response:

CPCS' offices are located at;
44 Bromfield St, Second Floor, Boston MA 02108
(617) 482-6212

The Petitioners object to the request for a list of officers and directors or partners since 1998 as overly broad and unduly burdensome. Without waiving this request, they state that CPCS' current Committee members include:

Ralph J. Cinquegrana, Esquire (CHAIRMAN)
Choate Hall & Stewart, LLP
Two International Place
Boston, MA 02110
(617) 248-4002

Katherine P. Craven
Chief Administrative Officer
Babson College
231 Forest Street
Babson Park, MA 02457
781-239-5123

Marilyn Anderson Chase
c/o Committee for Public Counsel Services
44 Bromfield Street
Boston, MA 02108

Thomas Drechsler, Esquire
Byrne & Drechsler, LLP
Eastern Harbor Office Park
50 Redfield Street
Boston, MA 02122-3630
(617) 265-3900

Brian J. Gosselin
Chief of Staff and Director of Administration

Executive Office for Administration And Finance
State House, Room 373
Boston, MA 02133
(617) 727-2040

Martin W. Healy, Esquire
Chief Operating Officer and Chief Legal Counsel
Massachusetts Bar Association
20 West Street
Boston, MA 02111-1204
(617) 988-4777

Julio R. Hernando, Esquire
Gaughen, Gaughen, Lane & Hernando
582 Broad Street
P.O. Box 890116
Weymouth, MA 02189
(781) 335-0374

James C. Kennedy, Esquire
Massachusetts House of Representatives
State House, Room 139
Boston, MA 02133
(617) 722-2360

Joseph L. Kociubes, Esquire (SECRETARY)
Bingham McCutchen, LLP
1 Federal Street
Boston MA 02110-1726
(617) 951-8000

Lawrence J. McGuire, Esquire
Andrews and Updegraph, P.C.
12 Federal Street
Salem, MA 01970
(978) 740-6633

Arnold R. Rosenfeld, Esquire (VICE CHAIRMAN)
Sarrouf Law Firm
2 Oliver Street, 6th Floor
Boston, MA 02109
(617) 227-5800

Prof. Carol Steiker
Griswold Hall, 409
Harvard Law School

Cambridge, MA 02138
(617)496-5457

Prof. Ronald S. Sullivan, Jr.
Harvard Law School
Director, Harvard Criminal Justice Institute
Griswold 210
Cambridge, MA 0138
(617) 496-4777

Timothy G. Watkins, Esquire
Assistant Federal Public Defender
Federal Public Defender Office
51 Sleeper Street, 5th Floor
Boston, MA 02210-1208
(617) 223-8061;

Honorable W. Paul White
The Karol Group, Inc.
99 Summer Street, Suite 1030
Boston, MA 02110-1269
(617) 946-9700

DTC - GTL 1-2:

For each telephone call that you received from, or placed as, a prisoner or inmate in a Massachusetts correctional facility since January 1, 1998, identify the name of the facility from which the call was placed, the parties to the call, the date and time of the call, the duration of the call, the amount charged for the call, whether the telephone call was placed using a prepaid calling card or as a collect call, the telephone service provider used, and all issues, if any, that you allege affected the quality of the call. Produce all documents, including any billing records or PINs relating to each such call.

Response:

CPCS objects to the request insofar as it requires it to identify each call made by many thousands of clients over the years while they were in custody and provide specific information regarding each call. This request is unduly burdensome. In addition, CPCS objects to the request that it identify the parties to the call as a violation of attorney-client privilege.

Without waiving these objections, CPCS attaches the billing records in its possession and email records reflecting billing problems, dropped calls and other problems with quality of service.

DTC - GTL 1-3:

For each telephone call identified in response to DTC-GTL 1-2 that you allege was of poor quality, identify the alleged quality issues(s) and the cause(s) of the alleged quality issue(s), explain how you determined the cause(s) of the issue(s), and if you placed the call from a correctional facility, describe the telephone equipment you used to place the call, and whether the telephone service provider was contacted about the issue, the date and time of such contact, and all documents supporting such contact.

Response:

CPCS objects to this request insofar as it requires it to identify and describe each call of poor quality during his interview with his clients. This request is unduly burdensome.

DTC - GTL 1-4:

For Petitioners who are lawyers, law firms or otherwise provide legal services and that claim they have declined to accept calls placed from Massachusetts correctional facilities, or have limited the acceptance of such calls in any way, identify by date and time each instance in which an incoming call was declined and the individual attempting to place the call, and produce all documents relating to such calls and all any policies or procedures relating to accepting, declining or limiting calls placed from Massachusetts correctional facilities.

Response:

CPCS objects to the request insofar as it requires him to identify by date and time each instance in which an incoming call was declined. This request is unduly burdensome.

Without waiving this objection, CPCS has no official policy relating to accepting, declining or limiting calls and has no responsive documents in his possession.

DTC - GTL 1-5:

Identify each Petitioner that has used a prepaid calling card to place or receive a telephone call from a Massachusetts correctional facility and produce all documents relating to such prepaid calling cards or their use, including the PINs associated with those cards or other prepaid card activation and use records.

Response:

This does not apply to CPCS

DTC - GTL 1-6:

Produce all documents relating to per-call surcharges and/or tariffed service or other fees assessed by telephone service providers serving any Massachusetts correctional facility.

Response:

Other than bills, CPCS has no responsive documents in its possession.

DTC - GTL 1-7:

Produce all documents that were used or relied upon in relation to creating the chart attached as Appendix II to the Petition in this proceeding, dated August 31, 2009, including all working drafts of Appendix II, and identify all individuals who were involved in the creation of that chart, and describe the methodology used to create such chart.

Response:

This request does not apply to CPCS, which did not participate in creating the chart attached as Appendix II to the Petition.

DTC - GTL 1-8:

Produce all documents that were used, or relied upon, to create Appendix III to the Petition in this proceeding, dated August 31, 2009, including all working drafts of Appendix III, and identify all individuals who were involved in the creation of Appendix III.

Response:

This request does not apply to CPCS, which did not participate in creating the chart attached as Appendix III to the Petition.

DTC - GTL 1-9:

Produce all documents that were used, or relied upon, to creating the chart attached as Appendix IV to the Petition in this proceeding, dated August 31, 2009, including all working drafts of Appendix IV, and identify all individuals who were involved in the creation of that chart, and describe the methodology used to create such chart.

Response:

This request does not apply to CPCS, which did not participate in creating the chart attached as Appendix IV to the Petition.

DTC - GTL 1-10:

Produce all documents that were used, or relied upon, in relation to creating Appendix V to the Petition in this proceeding, dated August 31, 2009, including all working drafts of Appendix V, and identify all individuals who were involved in the creation of Appendix V.

Response:

This request does not apply to CPCS, which did not participate in creating the chart attached as Appendix V to the Petition.

DTC - GTL 1-11:

Produce all documents that were used, or relied upon, in relation to creating the chart attached as Appendix VI to the Petition in this proceeding, dated August 31, 2009, including all working drafts of Appendix VI, and identify all individuals who were involved in the creation of that chart, and describe the methodology used to create such chart.

Response:

This request does not apply to CPCS, which did not participate in creating the chart attached as Appendix VI to the Petition.

DTC - GTL 1-12:

State whether you allege that the telephone rates for in-state and local calls charged by telephone service providers serving Massachusetts correctional facilities violate the Order on Payphone Barriers to Entry & Exit, and OSP Rate Cap issued on or about April 17, 1998 by the Massachusetts Department of Telecommunications and Energy, which was the predecessor agency to the Massachusetts Department of Telecommunications and Cable (the "1998 Order") or any other Massachusetts law or regulation. If your answer is yes to any portion of this request, explain in detail which rates you allege violate the 1998 Order, other law or regulation and how those rates violate the 1998 Order, law or regulation.

Response:

The Petitioners object to this request as calling for a legal conclusion.

Without waiving this objection, CPCS defers to Petitioner Prisoners' Legal Services' response to GTL 1-12.

DTC - GTL 1-13:

Produce all documents reflecting all correspondence or communications you have had with a telephone service provider regarding any of the allegations in the Petition in this

proceeding, including in its Amendments, including all billing records, requests for information relating to billing, and complaints regarding quality of service.

Response:

Please see attached copies of emails regarding CPCS' prison telephone service.

DTC - GTL 1-14:

For each Petitioner that submitted an affidavit in this proceeding, identify all statements included in your affidavit that have changed since the time you signed your affidavit or were incorrect at the time of signing and provide a statement in response to this request updating and/or correcting your affidavit.

Response:

CPCS did not submit an affidavit because it is an organizational petitioner. CPCS attorneys John S. Redden and Deborah Beard-Bader signed affidavits, but these were not reviewed by the Committee.

DTC - GTL 1-15:

For each Petitioner that did not submit an affidavit in this proceeding, provide a statement in response to this request explaining why you did not submit an affidavit and detailing all issues that you allege support your inclusion as a Petitioner.

Response:

CPCS is an organizational petitioner and as such was not asked to submit an affidavit in this proceeding. CPCS attorneys have been subject to the high rates, billing problems, dropped calls, call quality, and other problems complained of in the Petition.

DTC - GTL 1-16:

Produce all documents relating to communications with Global Tel*Link or its predecessor relating to any allegations of quality of service or billing issues in relation to telephone calls placed from any Massachusetts correctional facility. If you have no such documents, please state that in writing.

Response:

Please see attached emails.

DTC - GTL 1-17:

Produce all documents relating to any communications you have had with the Department of Telecommunications and Cable, any Massachusetts correctional facility, any

other federal, state, county or local agency or official, including the Federal Communications Commission, relating to telephone calls placed by prisoners or inmates at correctional facilities.

Response:

CPCS has no responsive documents in its possession.

DTC - GTL 1-1:

Identify every Petitioner in this action. For each Petitioner that is an entity, provide its physical address, mailing address if different from its physical address, telephone number, and a list of all officers and directors or partners and their titles since January 1, 1998. For each Petitioner who is a natural person, provide that individual's mailing address(es), place(s) of business, telephone number, and any aliases or other names that person has used since January 1, 1998.

Response:

Disability Law Center's (DLC) offices are located at:

- 11 Beacon Street; Suite 925
Boston, MA 02108
Phone: 617-723-8455
(800)-872-9992
Fax: 617-723-9125

The Petitioners objects to the request for a list of officers and directors or partners since 1998 as overly broad and unduly burdensome.

Without waiving this objection, they state that DLC's current Board of Directors and Officers include:

- Carol Steinberg, Esq. President
- William Alpine, Esq. President Elect
- Scott Semel, Esq. Vice-President
- Christine Griffin, Esq. Executive Director
- Linda Long-Bellil, Esq. Treasurer
- Shey Jaboin, Secretary
- Joseph Ambash, Esq.
- George Atanosov, Esq.
- Thoraya Benotmane
- John Folcarelli, Esq.
- Liz Goulat
- Chris Hart
- Ken Lemanski, Esq.
- Elizabeth Wilson
- Jane Wiseman

DTC - GTL 1-2:

For each telephone call that you received from, or placed as, a prisoner or inmate in a Massachusetts correctional facility since January 1, 1998, identify the name of the facility from which the call was placed, the parties to the call, the date and time of the call, the duration of the call, the amount charged for the call, whether the telephone call was placed using a prepaid calling card or as a collect call, the telephone service provider used, and all issues, if any, that

you allege affected the quality of the call. Produce all documents, including any billing records or PINs relating to each such call.

Response:

DLC objects to the request insofar as it requires it to identify each call made by its clients over the years while they were in custody and provide specific information regarding each call. This request is unduly burdensome. In addition, DLC objects to the request that it identify the parties to the calls as a violation of attorney-client privilege.

Without waiving this objection, DLC attaches the billing records in its possession.

DTC - GTL 1-3:

For each telephone call identified in response to DTC-GTL 1-2 that you allege was of poor quality, identify the alleged quality issue(s) and the cause(s) of the alleged quality issue(s), explain how you determined the cause(s) of the issue(s), and if you placed the call from a correctional facility, describe the telephone equipment you used to place the call, and whether the telephone service provider was contacted about the issue, the date and time of such contact, and all documents supporting such contact.

Response:

DLC objects to the request insofar as it requires it to identify and describe each call of poor quality over numerous years. This request is unduly burdensome.

Without waiving this objection, DLC has no responsive documents in its possession.

DTC - GTL 1-4:

For Petitioners who are lawyers, law firms or otherwise provide legal services and that claim they have declined to accept calls placed from Massachusetts correctional facilities, or have limited the acceptance of such calls in any way, identify by date and time each instance in which an incoming call was declined and the individual attempting to place the call, and produce all documents relating to such calls and all any policies or procedures relating to accepting, declining or limiting calls placed from Massachusetts correctional facilities.

Response:

DLC objects to the request insofar as it requires it to identify by date and time each instance in which an incoming call was declined. This request is unduly burdensome.

Without waiving this objection, DLC states that it does not have such policies and does not reject any calls. It has no responsive documents in its possession.

DTC - GTL 1-5:

Identify each Petitioner that has used a prepaid calling card to place or receive a telephone call from a Massachusetts correctional facility and produce all documents relating to such prepaid calling cards or their use, including the PINs associated with those cards or other prepaid card activation and use records.

Response:

This does not apply to DLC.

DTC - GTL 1-6:

Produce all documents relating to per-call surcharges and/or tariffed service or other fees assessed by telephone service providers serving any Massachusetts correctional facility.

Response:

Please see bills attached.

DTC - GTL 1-7:

Produce all documents that were used or relied upon in relation to creating the chart attached as Appendix II to the Petition in this proceeding, dated August 31, 2009, including all working drafts of Appendix II, and identify all individuals who were involved in the creation of that chart, and describe the methodology used to create such chart.

Response:

This request does not apply to DLC, which did not participate in creating the chart attached as Appendix II to the Petition.

DTC - GTL 1-8:

Produce all documents that were used, or relied upon, to create Appendix III to the Petition in this proceeding, dated August 31, 2009, including all working drafts of Appendix III, and identify all individuals who were involved in the creation of Appendix III.

Response:

This request does not apply to DLC, which did not participate in creating the chart attached as Appendix III to the Petition.

DTC - GTL 1-9:

Produce all documents that were used, or relied upon, to creating the chart attached as Appendix IV to the Petition in this proceeding, dated August 31, 2009, including all working

drafts of Appendix IV, and identify all individuals who were involved in the creation of that chart, and describe the methodology used to create such chart.

Response:

This request does not apply to DLC, which did not participate in creating the chart attached as Appendix IV to the Petition.

DTC - GTL 1-10:

Produce all documents that were used, or relied upon, in relation to creating Appendix V to the Petition in this proceeding, dated August 31, 2009, including all working drafts of Appendix V, and identify all individuals who were involved in the creation of Appendix V.

Response:

This request does not apply to DLC, which did not participate in creating the chart attached as Appendix V to the Petition.

DTC - GTL 1-11:

Produce all documents that were used, or relied upon, in relation to creating the chart attached as Appendix VI to the Petition in this proceeding, dated August 31, 2009, including all working drafts of Appendix VI, and identify all individuals who were involved in the creation of that chart, and describe the methodology used to create such chart.

Response:

This request does not apply to DLC, which did not participate in creating the chart attached as Appendix VI to the Petition.

DTC - GTL 1-12:

State whether you allege that the telephone rates for in-state and local calls charged by telephone service providers serving Massachusetts correctional facilities violate the Order on Payphone Barriers to Entry & Exit, and OSP Rate Cap issued on or about April 17, 1998 by the Massachusetts Department of Telecommunications and Energy, which was the predecessor agency to the Massachusetts Department of Telecommunications and Cable (the "1998 Order") or any other Massachusetts law or regulation. If your answer is yes to any portion of this request, explain in detail which rates you allege violate the 1998 Order, other law or regulation and how those rates violate the 1998 Order, law or regulation.

Response:

The Petitioners object to this request as calling for a legal conclusion.

Without waiving this objection, DLC defers to Petitioner Prisoners' Legal Services' response to GTL 1-12.

DTC - GTL 1-13:

Produce all documents reflecting all correspondence or communications you have had with a telephone service provider regarding any of the allegations in the Petition in this proceeding, including in its Amendments, including all billing records, requests for information relating to billing, and complaints regarding quality of service.

Response:

Please see attached billing records.

DTC - GTL 1-14:

For each Petitioner that submitted an affidavit in this proceeding, identify all statements included in your affidavit that have changed since the time you signed your affidavit or were incorrect at the time of signing and provide a statement in response to this request updating and/or correcting your affidavit.

Response:

DLC did not submit an affidavit in this proceeding.

DTC - GTL 1-15:

For each Petitioner that did not submit an affidavit in this proceeding, provide a statement in response to this request explaining why you did not submit an affidavit and detailing all issues that you allege support your inclusion as a Petitioner.

Response:

DLC is an organizational petitioner and as such was not asked to submit an affidavit in this proceeding. DLC has been subject to the high rates, billing problems, dropped calls, poor call quality, and other problems complained of in the Petition.

DTC - GTL 1-16:

Produce all documents relating to communications with Global Tel*Link or its predecessor relating to any allegations of quality of service or billing issues in relation to telephone calls placed from any Massachusetts correctional facility. If you have no such documents, please state that in writing.

Response:

Please see billing records attached.

DTC - GTL 1-17:

Produce all documents relating to any communications you have had with the Department of Telecommunications and Cable, any Massachusetts correctional facility, any other federal, state, county or local agency or official, including the Federal Communications Commission, relating to telephone calls placed by prisoners or inmates at correctional facilities.

Response:

DLC has no responsive documents in its possession.

DTC - GTL 1-1:

Identify every Petitioner in this action. For each Petitioner that is an entity, provide its physical address, mailing address if different from its physical address, telephone number, and a list of all officers and directors or partners and their titles since January 1, 1998. For each Petitioner who is a natural person, provide that individual's mailing address(es), place(s) of business, telephone number, and any aliases or other names that person has used since January 1, 1998.

Response:

Essex County Bar Advocates' offices are located at:

221 Essex Street, Suite 31
Salem, MA 01970
978-744-7092

Prior mailing addresses:

10 Federal Street
Salem, MA 01970
81 Washington Street
Salem, MA 01970

David E. Babson, President
David J. Hallinan, Exec. Director

DTC - GTL 1-2:

For each telephone call that you received from, or placed as, a prisoner or inmate in a Massachusetts correctional facility since January 1, 1998, identify the name of the facility from which the call was placed, the parties to the call, the date and time of the call, the duration of the call, the amount charged for the call, whether the telephone call was placed using a prepaid calling card or as a collect call, the telephone service provider used, and all issues, if any, that you allege affected the quality of the call. Produce all documents, including any billing records or PINs relating to each such call.

Response:

Essex County Bar Advocates objects to the request insofar as it requires it to identify each call made by its clients over the years while they were in custody and provide specific information regarding each call. This request is unduly burdensome. In addition, it objects to the request that it identify the parties to the calls as a violation of attorney-client privilege.

Without waiving this objection, Essex County Bar Advocates provides billing records in its possession.

DTC - GTL 1-3:

For each telephone call identified in response to DTC-GTL 1-2 that you allege was of poor quality, identify the alleged quality issues(s) and the cause(s) of the alleged quality issue(s), explain how you determined the cause(s) of the issue(s), and if you placed the call from a correctional facility, describe the telephone equipment you used to place the call, and whether the telephone service provider was contacted about the issue, the date and time of such contact, and all documents supporting such contact.

Response:

Essex County Bar Advocates objects to the request insofar as it requires it to identify and describe each call of poor quality during interview with its clients. This request is unduly burdensome.

Without waiving this objection, please see billing records attached.

DTC - GTL 1-4:

For Petitioners who are lawyers, law firms or otherwise provide legal services and that claim they have declined to accept calls placed from Massachusetts correctional facilities, or have limited the acceptance of such calls in any way, identify by date and time each instance in which an incoming call was declined and the individual attempting to place the call, and produce all documents relating to such calls and all any policies or procedures relating to accepting, declining or limiting calls placed from Massachusetts correctional facilities.

Response:

Essex County Bar Advocates objects to the request insofar as it requires it to identify by date and time each instance in which an incoming call was declined. This request is unduly burdensome.

Without waiving this objection, Essex County Bar Advocates has no such policies or procedures of declining, limiting any calls. It has no responsive documents in its possession.

DTC - GTL 1-5:

Identify each Petitioner that has used a prepaid calling card to place or receive a telephone call from a Massachusetts correctional facility and produce all documents relating to such prepaid calling cards or their use, including the PINs associated with those cards or other prepaid card activation and use records.

Response:

This does not apply to Essex County Bar Advocates.

DTC - GTL 1-6:

Produce all documents relating to per-call surcharges and/or tariffed service or other fees assessed by telephone service providers serving any Massachusetts correctional facility.

Response:

Please see billing records attached.

DTC - GTL 1-7:

Produce all documents that were used or relied upon in relation to creating the chart attached as Appendix II to the Petition in this proceeding, dated August 31, 2009, including all working drafts of Appendix II, and identify all individuals who were involved in the creation of that chart, and describe the methodology used to create such chart.

Response:

This request does not apply to Essex County Bar Advocates, which did not participate in creating the chart attached as Appendix II to the Petition.

DTC - GTL 1-8:

Produce all documents that were used, or relied upon, to create Appendix III to the Petition in this proceeding, dated August 31, 2009, including all working drafts of Appendix III, and identify all individuals who were involved in the creation of Appendix III.

Response:

This request does not apply to Essex County Bar Advocates, which did not participate in creating the chart attached as Appendix III to the Petition.

DTC - GTL 1-9:

Produce all documents that were used, or relied upon, to creating the chart attached as Appendix IV to the Petition in this proceeding, dated August 31, 2009, including all working drafts of Appendix IV, and identify all individuals who were involved in the creation of that chart, and describe the methodology used to create such chart.

Response:

This request does not apply to Essex County Bar Advocates, which did not participate in creating the chart attached as Appendix IV to the Petition.

DTC - GTL 1-10:

Produce all documents that were used, or relied upon, in relation to creating Appendix V to the Petition in this proceeding, dated August 31, 2009, including all working drafts of Appendix V, and identify all individuals who were involved in the creation of Appendix V.

Response:

This request does not apply to Essex County Bar Advocates, which did not participate in creating the chart attached as Appendix V to the Petition.

DTC - GTL 1-11:

Produce all documents that were used, or relied upon, in relation to creating the chart attached as Appendix VI to the Petition in this proceeding, dated August 31, 2009, including all working drafts of Appendix VI, and identify all individuals who were involved in the creation of that chart, and describe the methodology used to create such chart.

Response:

This request does not apply to Essex County Bar Advocates, which did not participate in creating the chart attached as Appendix VI to the Petition.

DTC - GTL 1-12:

State whether you allege that the telephone rates for in-state and local calls charged by telephone service providers serving Massachusetts correctional facilities violate the Order on Payphone Barriers to Entry & Exit, and OSP Rate Cap issued on or about April 17, 1998 by the Massachusetts Department of Telecommunications and Energy, which was the predecessor agency to the Massachusetts Department of Telecommunications and Cable (the "1998 Order") or any other Massachusetts law or regulation. If your answer is yes to any portion of this request, explain in detail which rates you allege violate the 1998 Order, other law or regulation and how those rates violate the 1998 Order, law or regulation.

Response:

The Petitioners object to this request as calling for a legal conclusion.

Without waiving this objection, Essex County Bar Advocates defers to Petitioner Prisoners' Legal Services' response to GTL 1-12.

DTC - GTL 1-13:

Produce all documents reflecting all correspondence or communications you have had with a telephone service provider regarding any of the allegations in the Petition in this proceeding, including in its Amendments, including all billing records, requests for information relating to billing, and complaints regarding quality of service.

Response:

Please see billing records attached.

DTC - GTL 1-14:

For each Petitioner that submitted an affidavit in this proceeding, identify all statements included in your affidavit that have changed since the time you signed your affidavit or were incorrect at the time of signing and provide a statement in response to this request updating and/or correcting your affidavit.

Response:

This request does not apply to Essex County Bar Advocates.

DTC - GTL 1-15:

For each Petitioner that did not submit an affidavit in this proceeding, provide a statement in response to this request explaining why you did not submit an affidavit and detailing all issues that you allege support your inclusion as a Petitioner.

Response:

Essex County Bar Advocates is an organizational petitioner and as such was not asked to submit an affidavit in this proceeding. Essex County Bar Advocates have been subject to the high rates, billing problems, dropped calls, poor call quality and other problems complained of in the Petition.

DTC - GTL 1-16:

Produce all documents relating to communications with Global Tel*Link or its predecessor relating to any allegations of quality of service or billing issues in relation to

telephone calls placed from any Massachusetts correctional facility. If you have no such documents, please state that in writing.

Response:

Essex County Bar Advocates has no responsive documents in its possession.

DTC - GTL 1-17:

Produce all documents relating to any communications you have had with the Department of Telecommunications and Cable, any Massachusetts correctional facility, any other federal, state, county or local agency or official, including the Federal Communications Commission, relating to telephone calls placed by prisoners or inmates at correctional facilities.

Response:

Essex County Bar Advocates has no responsive documents in its possession.

**Before the
COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE**

Petition of Recipients of Collect Calls From Prisoners)	
at Correctional Institutions in Massachusetts Seeking)	D.T.C. 11-16
Relief from the Unjust and Unreasonable)	
Cost of Such Calls)	

**RESPONSE OF PRISONERS' RIGHTS CLINIC
- NORTHEASTERN UNIVERSITY, LAW SCHOOL -
TO
GLOBAL TEL*LINK CORPORATION'S FIRST SET
OF INFORMATION REQUESTS TO PETITIONERS**

RESPONSES TO INFORMATION REQUESTS

GENERAL OBJECTIONS

General Objections:

1. The Petitioners object to the requirement that each petitioner provide documents and information dating back to 1998. This is overbroad, unduly burdensome and unlikely to lead to the discovery of relevant information.

Notwithstanding this objection, and without waiving this objection, the Petitioners have provided all responsive documents in their possession.

2. The Petitioners object to these requests insofar as they seek information already in the possession of the Respondents. This is unduly burdensome.

Notwithstanding this objection, and without waiving this objection, the Petitioners have provided all responsive records and documents in their possession.

In particular, the Petitioners produce all Inmate Calling Service (ICS) requests for proposals and contracts that were obtained from correctional facilities through requests made under the Massachusetts Public Records Act. The Petitioners do not represent that these documents are complete. Individual petitioners have also produced records relating to their ICS service, but do not represent that these documents are complete, and the absence of such documents for any petitioner should not be interpreted to imply that no such records exist as regards that petitioner.

Responses

DTC - GTL 1-1:

Identify every Petitioner in this action. For each Petitioner that is an entity, provide its physical address, mailing address if different from its physical address, telephone number, and a list of all officers and directors or partners and their titles since January 1, 1998. For each Petitioner who is a natural person, provide that individual's mailing address(es), place(s) of business, telephone number, and any aliases or other names that person has used since January 1, 1998.

Response:

Prisoners' Rights Clinic at Northeastern University Law School is located at

- 360 Huntington Avenue 140 DK, Boston, MA 02115

Phone: 617-373-8947

617-373-3347

The Co-Directors are Wally Holohan and Patricia Garin. There are no directors or partners.

DTC - GTL 1-2:

For each telephone call that you received from, or placed as, a prisoner or inmate in a Massachusetts correctional facility since January 1, 1998, identify the name of the facility from which the call was placed, the parties to the call, the date and time of the call, the duration of the call, the amount charged for the call, whether the telephone call was placed using a prepaid calling card or as a collect call, the telephone service provider used, and all issues, if any, that you allege affected the quality of the call. Produce all documents, including any billing records or PINs relating to each such call.

Response:

Prisoners' Rights Clinic objects to the request insofar as it requires it to identify each call made by its clients over the years while they were in custody and provide specific information regarding each call. This request is unduly burdensome. In addition, Prisoners' Rights Clinic objects to the request that it identify the parties to the calls as a violation of attorney-client privilege.

Without waiving this objection, the Prisoners' Rights Clinic produces the billing records in its possession and a log of monthly collect call expenditures from November 2006 through March 2014.

DTC - GTL 1-3:

For each telephone call identified in response to DTC-GTL 1-2 that you allege was of poor quality, identify the alleged quality issue(s) and the cause(s) of the alleged quality issue(s), explain how you determined the cause(s) of the issue(s), and if you placed the call from a

correctional facility, describe the telephone equipment you used to place the call, and whether the telephone service provider was contacted about the issue, the date and time of such contact, and all documents supporting such contact.

Response:

Prisoners' Rights Clinic objects to the request insofar as it requires it to identify and describe each call of poor quality during interviews with its clients. This request is unduly burdensome.

Without waiving this objection, Prisoners' Rights Clinic has no responsive documents in its possession.

DTC - GTL 1-4:

For Petitioners who are lawyers, law firms or otherwise provide legal services and that claim they have declined to accept calls placed from Massachusetts correctional facilities, or have limited the acceptance of such calls in any way, identify by date and time each instance in which an incoming call was declined and the individual attempting to place the call, and produce all documents relating to such calls and all any policies or procedures relating to accepting, declining or limiting calls placed from Massachusetts correctional facilities.

Response:

Prisoners' Rights Clinic objects to the request insofar as it requires it to identify by date and time each instance in which an incoming call was declined. This request is unduly burdensome.

Without waiving this objection, Prisoners' Rights Clinic states that it has no responsive documents. It has no written policy on this matter and as a matter of practice all collect calls are accepted.

DTC - GTL 1-5:

Identify each Petitioner that has used a prepaid calling card to place or receive a telephone call from a Massachusetts correctional facility and produce all documents relating to such prepaid calling cards or their use, including the PINs associated with those cards or other prepaid card activation and use records.

Response:

This request does not apply to Prisoners' Rights Clinic.

DTC - GTL 1-6:

Produce all documents relating to per-call surcharges and/or tariffed service or other fees assessed by telephone service providers serving any Massachusetts correctional facility.

Response:

Prisoners' Rights Clinic has no responsive documents in its possession other than the billing records produced.

DTC - GTL 1-7:

Produce all documents that were used or relied upon in relation to creating the chart attached as Appendix II to the Petition in this proceeding, dated August 31, 2009, including all working drafts of Appendix II, and identify all individuals who were involved in the creation of that chart, and describe the methodology used to create such chart.

Response:

This request does not apply to Prisoners' Rights Clinic, who did not participate in creating the chart attached as Appendix II to the Petition.

DTC - GTL 1-8:

Produce all documents that were used, or relied upon, to create Appendix III to the Petition in this proceeding, dated August 31, 2009, including all working drafts of Appendix III, and identify all individuals who were involved in the creation of Appendix III.

Response:

This request does not apply to Prisoners' Rights Clinic, who did not participate in creating the chart attached as Appendix III to the Petition.

DTC - GTL 1-9:

Produce all documents that were used, or relied upon, to creating the chart attached as Appendix IV to the Petition in this proceeding, dated August 31, 2009, including all working drafts of Appendix IV, and identify all individuals who were involved in the creation of that chart, and describe the methodology used to create such chart.

Response:

This request does not apply to Prisoners' Rights Clinic, who did not participate in creating the chart attached as Appendix IV to the Petition.

DTC - GTL 1-10:

Produce all documents that were used, or relied upon, in relation to creating Appendix V to the Petition in this proceeding, dated August 31, 2009, including all working drafts of Appendix V, and identify all individuals who were involved in the creation of Appendix V.

Response:

This request does not apply to Prisoners' Rights Clinic, who did not participate in creating the chart attached as Appendix V to the Petition.

DTC - GTL 1-11:

Produce all documents that were used, or relied upon, in relation to creating the chart attached as Appendix VI to the Petition in this proceeding, dated August 31, 2009, including all working drafts of Appendix VI, and identify all individuals who were involved in the creation of that chart, and describe the methodology used to create such chart.

Response:

This request does not apply to Prisoners' Rights Clinic, who did not participate in creating the chart attached as Appendix VI to the Petition.

DTC - GTL 1-12:

State whether you allege that the telephone rates for in-state and local calls charged by telephone service providers serving Massachusetts correctional facilities violate the Order on Payphone Barriers to Entry & Exit, and OSP Rate Cap issued on or about April 17, 1998 by the Massachusetts Department of Telecommunications and Energy, which was the predecessor agency to the Massachusetts Department of Telecommunications and Cable (the "1998 Order") or any other Massachusetts law or regulation. If your answer is yes to any portion of this request, explain in detail which rates you allege violate the 1998 Order, other law or regulation and how those rates violate the 1998 Order, law or regulation.

Response:

The Petitioners object to this request as calling for a legal conclusion.

Without waiving this objection, Prisoners' Rights Clinic defers to Petitioner Prisoners' Legal Services' response to GTL 1-12.

DTC - GTL 1-13:

Produce all documents reflecting all correspondence or communications you have had with a telephone service provider regarding any of the allegations in the Petition in this

proceeding, including in its Amendments, including all billing records, requests for information relating to billing, and complaints regarding quality of service.

Response:

Prisoners' Rights Clinic has no responsive documents in its possession.

DTC - GTL 1-14:

For each Petitioner that submitted an affidavit in this proceeding, identify all statements included in your affidavit that have changed since the time you signed your affidavit or were incorrect at the time of signing and provide a statement in response to this request updating and/or correcting your affidavit.

Response:

Prisoners' Rights Clinic did not submit an affidavit in this proceeding.

DTC - GTL 1-15:

For each Petitioner that did not submit an affidavit in this proceeding, provide a statement in response to this request explaining why you did not submit an affidavit and detailing all issues that you allege support your inclusion as a Petitioner.

Response:

Prisoners' Rights Clinic is an organizational petitioner and as such was not asked to submit an affidavit in this proceeding. It has been subject to the high rates, dropped calls, billing problems and poor quality of service complained of in the Petition and fully supports the Petition.

DTC - GTL 1-16:

Produce all documents relating to communications with Global Tel*Link or its predecessor relating to any allegations of quality of service or billing issues in relation to telephone calls placed from any Massachusetts correctional facility. If you have no such documents, please state that in writing.

Response:

Prisoners' Rights Clinic has no responsive documents in its possession.

DTC - GTL 1-17:

Produce all documents relating to any communications you have had with the Department of Telecommunications and Cable, any Massachusetts correctional facility, any

other federal, state, county or local agency or official, including the Federal Communications Commission, relating to telephone calls placed by prisoners or inmates at correctional facilities.

Response:

Prisoners' Rights Clinic has no responsive documents in its possession.

DTC - GTL 1-1:

Identify every Petitioner in this action. For each Petitioner that is an entity, provide its physical address, mailing address if different from its physical address, telephone number, and a list of all officers and directors or partners and their titles since January 1, 1998. For each Petitioner who is a natural person, provide that individual's mailing address(es), place(s) of business, telephone number, and any aliases or other names that person has used since January 1, 1998.

Response:

SSWG's offices are located at;
90 Canal St, Boston, MA 02114
Phone:(617) 742-5800

The Petitioners object to the request for a list of officers and directors or partners since 1998 as overly broad and unduly burdensome. Without waiving this objection, they state that SSWG's partners include:

Partners:
Max. D Stern
Jonathan Shapiro
Lynn Weissberg
Patricia Garin
Martin E. Levin
Nora J. Chorover
Jeffrey Wiesner

DTC - GTL 1-2:

For each telephone call that you received from, or placed as, a prisoner or inmate in a Massachusetts correctional facility since January 1, 1998, identify the name of the facility from which the call was placed, the parties to the call, the date and time of the call, the duration of the call, the amount charged for the call, whether the telephone call was placed using a prepaid calling card or as a collect call, the telephone service provider used, and all issues, if any, that you allege affected the quality of the call. Produce all documents, including any billing records or PINs relating to each such call.

Response:

SSWG objects to the request insofar as it requires it to identify each call made by many clients over the years while they were in custody and provide specific information regarding each call. This request is unduly burdensome. In addition, SSWG objects to the request that it identify the parties to the call as a violation of attorney-client privilege.

Without waiving these objections, SSWG attaches the billing records in its possession.

DTC - GTL 1-3:

For each telephone call identified in response to DTC-GTL 1-2 that you allege was of poor quality, identify the alleged quality issues(s) and the cause(s) of the alleged quality issue(s), explain how you determined the cause(s) of the issue(s), and if you placed the call from a correctional facility, describe the telephone equipment you used to place the call, and whether the telephone service provider was contacted about the issue, the date and time of such contact, and all documents supporting such contact.

Response:

SSWG objects to this request insofar as it requires it to identify and describe each call of poor quality during his interview with his clients. This request is unduly burdensome.

DTC - GTL 1-4:

For Petitioners who are lawyers, law firms or otherwise provide legal services and that claim they have declined to accept calls placed from Massachusetts correctional facilities, or have limited the acceptance of such calls in any way, identify by date and time each instance in which an incoming call was declined and the individual attempting to place the call, and produce all documents relating to such calls and all any policies or procedures relating to accepting, declining or limiting calls placed from Massachusetts correctional facilities.

Response:

SSWG objects to the request insofar as it requires him to identify by date and time each instance in which an incoming call was declined. This request is unduly burdensome.

Without waiving this objection, SSWG has no policy relating to accepting, declining or limiting calls and has no responsive documents in his possession.

DTC - GTL 1-5:

Identify each Petitioner that has used a prepaid calling card to place or receive a telephone call from a Massachusetts correctional facility and produce all documents relating to such prepaid calling cards or their use, including the PINs associated with those cards or other prepaid card activation and use records.

Response:

This does not apply to SSWG.

DTC - GTL 1-6:

Produce all documents relating to per-call surcharges and/or tariffed service or other fees assessed by telephone service providers serving any Massachusetts correctional facility.

Response:

Other than the attached bills, SSWG has no responsive documents in its possession.

DTC - GTL 1-7:

Produce all documents that were used or relied upon in relation to creating the chart attached as Appendix II to the Petition in this proceeding, dated August 31, 2009, including all working drafts of Appendix II, and identify all individuals who were involved in the creation of that chart, and describe the methodology used to create such chart.

Response:

SSWG incorporates the response of co-counsel PLS, which prepared the chart attached as Appendix II to the Petition.

DTC - GTL 1-8:

Produce all documents that were used, or relied upon, to create Appendix III to the Petition in this proceeding, dated August 31, 2009, including all working drafts of Appendix III, and identify all individuals who were involved in the creation of Appendix III.

Response:

SSWG incorporates the response of co-counsel PLS, which prepared the chart attached as Appendix III to the Petition.

DTC - GTL 1-9:

Produce all documents that were used, or relied upon, to creating the chart attached as Appendix IV to the Petition in this proceeding, dated August 31, 2009, including all working drafts of Appendix IV, and identify all individuals who were involved in the creation of that chart, and describe the methodology used to create such chart.

Response:

SSWG incorporates the response of co-counsel PLS, which prepared the chart attached as Appendix IV to the Petition.

DTC - GTL 1-10:

Produce all documents that were used, or relied upon, in relation to creating Appendix V to the Petition in this proceeding, dated August 31, 2009, including all working drafts of Appendix V, and identify all individuals who were involved in the creation of Appendix V.

Response:

SSWG incorporates the response of co-counsel PLS, which prepared the chart attached as Appendix V to the Petition.

DTC - GTL 1-11:

Produce all documents that were used, or relied upon, in relation to creating the chart attached as Appendix VI to the Petition in this proceeding, dated August 31, 2009, including all working drafts of Appendix VI, and identify all individuals who were involved in the creation of that chart, and describe the methodology used to create such chart.

Response:

SSWG incorporates the response of co-counsel PLS, which prepared the chart attached as Appendix VI to the Petition.

DTC - GTL 1-12:

State whether you allege that the telephone rates for in-state and local calls charged by telephone service providers serving Massachusetts correctional facilities violate the Order on Payphone Barriers to Entry & Exit, and OSP Rate Cap issued on or about April 17, 1998 by the Massachusetts Department of Telecommunications and Energy, which was the predecessor agency to the Massachusetts Department of Telecommunications and Cable (the "1998 Order") or any other Massachusetts law or regulation. If your answer is yes to any portion of this request, explain in detail which rates you allege violate the 1998 Order, other law or regulation and how those rates violate the 1998 Order, law or regulation.

Response:

The Petitioners object to this request as calling for a legal conclusion.

Without waiving this objection, SSWG incorporates the response of co-counsel Prisoners' Legal Services.

DTC - GTL 1-13:

Produce all documents reflecting all correspondence or communications you have had with a telephone service provider regarding any of the allegations in the Petition in this

proceeding, including in its Amendments, including all billing records, requests for information relating to billing, and complaints regarding quality of service.

Response:

SSWG has no responsive documents in its possession.

DTC - GTL 1-14:

For each Petitioner that submitted an affidavit in this proceeding, identify all statements included in your affidavit that have changed since the time you signed your affidavit or were incorrect at the time of signing and provide a statement in response to this request updating and/or correcting your affidavit.

Response:

The statements in my affidavit were correct when made. The only changes or updates that should be added to my affidavit are as follows:

1. We no longer receive bills from Evercom but it its successor Securus bills us for collect calls from county correctional facilities..
2. The service and billing practices on my cell phone were so bad that I stopped using it for collect calls from state institutions several years ago. I no longer have a GTL account on my cell phone.
3. The quality of reception from the summer of 2010 up to approximately two months ago was consistently bad (every single call) for collect calls from OCCC. There was a very loud echo making it almost impossible to speak to a client.

DTC - GTL 1-15:

For each Petitioner that did not submit an affidavit in this proceeding, provide a statement in response to this request explaining why you did not submit an affidavit and detailing all issues that you allege support your inclusion as a Petitioner.

Response:

This does not apply to SSWG.

DTC - GTL 1-16:

Produce all documents relating to communications with Global Tel*Link or its predecessor relating to any allegations of quality of service or billing issues in relation to telephone calls placed from any Massachusetts correctional facility. If you have no such documents, please state that in writing.

Response:

SSWG has no responsive documents in its possession.

DTC - GTL 1-17:

Produce all documents relating to any communications you have had with the Department of Telecommunications and Cable, any Massachusetts correctional facility, any other federal, state, county or local agency or official, including the Federal Communications Commission, relating to telephone calls placed by prisoners or inmates at correctional facilities.

Response:

SSWG has no responsive documents in its possession other than the filings it has submitted to the DTC as co-counsel in this case.

DTC - GTL 1-1:

Identify every Petitioner in this action. For each Petitioner that is an entity, provide its physical address, mailing address if different from its physical address, telephone number, and a list of all officers and directors or partners and their titles since January 1, 1998. For each Petitioner who is a natural person, provide that individual's mailing address(es), place(s) of business, telephone number, and any aliases or other names that person has used since January 1, 1998.

Response:

Attorney Beverly Chorbajian's offices are located at

- 390 Main Street, Suite 659, Worcester, MA 01608;
- Tel.: 508-755-8072. This address has been the same since January 1, 1998.
- She has no aliases.

DTC - GTL 1-2:

For each telephone call that you received from, or placed as, a prisoner or inmate in a Massachusetts correctional facility since January 1, 1998, identify the name of the facility from which the call was placed, the parties to the call, the date and time of the call, the duration of the call, the amount charged for the call, whether the telephone call was placed using a prepaid calling card or as a collect call, the telephone service provider used, and all issues, if any, that you allege affected the quality of the call. Produce all documents, including any billing records or PINs relating to each such call.

Response:

Attorney Chorbajian objects to the request insofar as it requires her to identify each call made by her clients over the years while they were incarcerated and provide specific information regarding each call. This request is unduly burdensome. Attorney Chobarjian also objects to the request that she identify the parties to the calls as a violation of attorney-client privilege.

Without waiving this objection, Attorney Chorbajian provides billing records in her possession.

DTC - GTL 1-3:

For each telephone call identified in response to DTC-GTL 1-2 that you allege was of poor quality, identify the alleged quality issues(s) and the cause(s) of the alleged quality issue(s), explain how you determined the cause(s) of the issue(s), and if you placed the call from a correctional facility, describe the telephone equipment you used to place the call, and whether the telephone service provider was contacted about the issue, the date and time of such contact, and all documents supporting such contact.

Response:

Attorney Chorbajian objects to the request insofar as it requires her to identify and describe each call of poor quality during interview with her clients. This request is unduly burdensome.

Without waiving this objection, Attorney Chorbajian stands by her Affidavit. She and her incarcerated clients have experienced poor line quality and the other problem described in the affidavit. However, she has noted that the number of dropped call has reduced in number.

DTC - GTL 1-4:

For Petitioners who are lawyers, law firms or otherwise provide legal services and that claim they have declined to accept calls placed from Massachusetts correctional facilities, or have limited the acceptance of such calls in any way, identify by date and time each instance in which an incoming call was declined and the individual attempting to place the call, and produce all documents relating to such calls and all any policies or procedures relating to accepting, declining or limiting calls placed from Massachusetts correctional facilities.

Response:

Attorney Chorbajian objects to the request insofar as it requires her to identify by date and time each instance in which an incoming call was declined. This request is unduly burdensome.

Without waiving this objection, Attorney Chorbajian states that she has no such policies.

DTC - GTL 1-5:

Identify each Petitioner that has used a prepaid calling card to place or receive a telephone call from a Massachusetts correctional facility and produce all documents relating to such prepaid calling cards or their use, including the PINs associated with those cards or other prepaid card activation and use records.

Response:

This does not apply to Attorney Beverly Chorbajian.

DTC - GTL 1-6:

Produce all documents relating to per-call surcharges and/or tariffed service or other fees assessed by telephone service providers serving any Massachusetts correctional facility.

Response:

Please see bills attached.

DTC - GTL 1-7:

Produce all documents that were used or relied upon in relation to creating the chart attached as Appendix II to the Petition in this proceeding, dated August 31, 2009, including all working drafts of Appendix II, and identify all individuals who were involved in the creation of that chart, and describe the methodology used to create such chart.

Response:

This request does not apply to Attorney Chorbajian, who did not participate in creating the chart attached as Appendix II to the Petition.

DTC - GTL 1-8:

Produce all documents that were used, or relied upon, to create Appendix III to the Petition in this proceeding, dated August 31, 2009, including all working drafts of Appendix III, and identify all individuals who were involved in the creation of Appendix III.

Response:

This request does not apply to Attorney Chorbajian, who did not participate in creating the chart attached as Appendix III to the Petition.

DTC - GTL 1-9:

Produce all documents that were used, or relied upon, to creating the chart attached as Appendix IV to the Petition in this proceeding, dated August 31, 2009, including all working drafts of Appendix IV, and identify all individuals who were involved in the creation of that chart, and describe the methodology used to create such chart.

Response:

This request does not apply to Attorney Chorbajian, who did not participate in creating the chart attached as Appendix IV to the Petition.

DTC - GTL 1-10:

Produce all documents that were used, or relied upon, in relation to creating Appendix V to the Petition in this proceeding, dated August 31, 2009, including all working drafts of Appendix V, and identify all individuals who were involved in the creation of Appendix V.

Response:

This request does not apply to Attorney Chorbajian, who did not participate in creating the chart attached as Appendix V to the Petition.

DTC - GTL 1-11:

Produce all documents that were used, or relied upon, in relation to creating the chart attached as Appendix VI to the Petition in this proceeding, dated August 31, 2009, including all working drafts of Appendix VI, and identify all individuals who were involved in the creation of that chart, and describe the methodology used to create such chart.

Response:

This request does not apply to Attorney Chorbajian, who did not participate in creating the chart attached as Appendix VI to the Petition.

DTC - GTL 1-12:

State whether you allege that the telephone rates for in-state and local calls charged by telephone service providers serving Massachusetts correctional facilities violate the Order on Payphone Barriers to Entry & Exit, and OSP Rate Cap issued on or about April 17, 1998 by the Massachusetts Department of Telecommunications and Energy, which was the predecessor agency to the Massachusetts Department of Telecommunications and Cable (the "1998 Order") or any other Massachusetts law or regulation. If your answer is yes to any portion of this request, explain in detail which rates you allege violate the 1998 Order, other law or regulation and how those rates violate the 1998 Order, law or regulation.

Response:

The Petitioners object to this request as calling for a legal conclusion.

Without waiving this objection, Attorney Chorbajian defers to Petitioner Prisoners' Legal Services' response to GTL 1-12.

DTC - GTL 1-13:

Produce all documents reflecting all correspondence or communications you have had with a telephone service provider regarding any of the allegations in the Petition in this

proceeding, including in its Amendments, including all billing records, requests for information relating to billing, and complaints regarding quality of service.

Response:

Aside from those the bills produced with this response, Attorney Chorbajian has no responsive documents in her possession.

DTC - GTL 1-14:

For each Petitioner that submitted an affidavit in this proceeding, identify all statements included in your affidavit that have changed since the time you signed your affidavit or were incorrect at the time of signing and provide a statement in response to this request updating and/or correcting your affidavit.

Response:

Attorney Chorbajian states that she stands by her Affidavit, although she notes that the premature dropping of calls has reduced in number.

DTC - GTL 1-15:

For each Petitioner that did not submit an affidavit in this proceeding, provide a statement in response to this request explaining why you did not submit an affidavit and detailing all issues that you allege support your inclusion as a Petitioner.

Response:

This does not apply to Attorney Chorbajian.

DTC - GTL 1-16:

Produce all documents relating to communications with Global Tel*Link or its predecessor relating to any allegations of quality of service or billing issues in relation to telephone calls placed from any Massachusetts correctional facility. If you have no such documents, please state that in writing.

Response:

Attorney Chorbajian has no responsive documents in her possession.

DTC - GTL 1-17:

Produce all documents relating to any communications you have had with the Department of Telecommunications and Cable, any Massachusetts correctional facility, any

other federal, state, county or local agency or official, including the Federal Communications Commission, relating to telephone calls placed by prisoners or inmates at correctional facilities.

Response:

Attorney Chorbajian has no responsive documents in her possession.

Responses

DTC - GTL 1-1:

Identify every Petitioner in this action. For each Petitioner that is an entity, provide its physical address, mailing address if different from its physical address, telephone number, and a list of all officers and directors or partners and their titles since January 1, 1998. For each Petitioner who is a natural person, provide that individual's mailing address(es), place(s) of business, telephone number, and any aliases or other names that person has used since January 1, 1998.

Response:

Attorney Davenport's office is located at One McKinley Sq. 9th Fl, Boston, MA 02109. He has been at this location since 2009. Prior to that, he was located at 4 Longfellow Place #3703, Boston, MA 02114 for approximately 5-6 years. His phone number was the same at both locations and is: 617-720-6047. He uses no aliases.

DTC - GTL 1-2:

For each telephone call that you received from, or placed as, a prisoner or inmate in a Massachusetts correctional facility since January 1, 1998, identify the name of the facility from which the call was placed, the parties to the call, the date and time of the call, the duration of the call, the amount charged for the call, whether the telephone call was placed using a prepaid calling card or as a collect call, the telephone service provider used, and all issues, if any, that you allege affected the quality of the call. Produce all documents, including any billing records or PINs relating to each such call.

Response:

Attorney Davenport objects to the request insofar as it requires him to identify each call received from all of his clients over the years and provide specific information regarding each call. This request is unduly burdensome. Attorney Davenport also objects to the request that he identify the parties to the calls as a violation of attorney-client privilege.

Without waiving this objection, Attorney Davenport provides the phone records in his possession, which go back to 2009. Mr. Davenport still experiences poor quality when he receives calls from both state and county prisoners.

DTC - GTL 1-3:

For each telephone call identified in response to DTC-GTL 1-2 that you allege was of poor quality, identify the alleged quality issue(s) and the cause(s) of the alleged quality issue(s), explain how you determined the cause(s) of the issue(s), and if you placed the call from a correctional facility, describe the telephone equipment you used to place the call, and whether

the telephone service provider was contacted about the issue, the date and time of such contact, and all documents supporting such contact.

Response:

Attorney Davenport objects to the request insofar as it requires him to identify and describe each call of poor quality during his conversations with each client. This request is unduly burdensome.

Without waiving this objection, Attorney Davenport refers to his answer to GTL 1-2. He has no further specific information that is responsive.

DTC - GTL 1-4:

For Petitioners who are lawyers, law firms or otherwise provide legal services and that claim they have declined to accept calls placed from Massachusetts correctional facilities, or have limited the acceptance of such calls in any way, identify by date and time each instance in which an incoming call was declined and the individual attempting to place the call, and produce all documents relating to such calls and all any policies or procedures relating to accepting, declining or limiting calls placed from Massachusetts correctional facilities.

Response:

Attorney Davenport objects to the request insofar as it requires him to identify by date and time each instance in which an incoming call was declined. This request is unduly burdensome.

Without waiving this objection, Attorney Davenport has no records or recollection of rejecting or limiting any calls and has no responsive documents in his possession.

DTC - GTL 1-5:

Identify each Petitioner that has used a prepaid calling card to place or receive a telephone call from a Massachusetts correctional facility and produce all documents relating to such prepaid calling cards or their use, including the PINs associated with those cards or other prepaid card activation and use records.

Response:

This request does not apply to Attorney Davenport.

DTC - GTL 1-6:

Produce all documents relating to per-call surcharges and/or tariffed service or other fees assessed by telephone service providers serving any Massachusetts correctional facility.

Response:

Other than bills, Attorney Davenport has no other responsive documents in his possession.

DTC - GTL 1-7:

Produce all documents that were used or relied upon in relation to creating the chart attached as Appendix II to the Petition in this proceeding, dated August 31, 2009, including all working drafts of Appendix II, and identify all individuals who were involved in the creation of that chart, and describe the methodology used to create such chart.

Response:

This request does not apply to Attorney Davenport, who did not participate in creating the chart attached as Appendix II to the Petition.

DTC - GTL 1-8:

Produce all documents that were used, or relied upon, to create Appendix III to the Petition in this proceeding, dated August 31, 2009, including all working drafts of Appendix III, and identify all individuals who were involved in the creation of Appendix III.

Response:

This request does not apply to Attorney Davenport, who did not participate in creating the chart attached as Appendix III to the Petition.

DTC - GTL 1-9:

Produce all documents that were used, or relied upon, to creating the chart attached as Appendix IV to the Petition in this proceeding, dated August 31, 2009, including all working drafts of Appendix IV, and identify all individuals who were involved in the creation of that chart, and describe the methodology used to create such chart.

Response:

This request does not apply to Attorney Davenport, who did not participate in creating the chart attached as Appendix IV to the Petition.

DTC - GTL 1-10:

Produce all documents that were used, or relied upon, in relation to creating Appendix V to the Petition in this proceeding, dated August 31, 2009, including all working drafts of Appendix V, and identify all individuals who were involved in the creation of Appendix V.

Response:

This request does not apply to Attorney Davenport, who did not participate in creating the chart attached as Appendix V to the Petition.

DTC - GTL 1-11:

Produce all documents that were used, or relied upon, in relation to creating the chart attached as Appendix VI to the Petition in this proceeding, dated August 31, 2009, including all working drafts of Appendix VI, and identify all individuals who were involved in the creation of that chart, and describe the methodology used to create such chart.

Response:

This request does not apply to Attorney Davenport, who did not participate in creating the chart attached as Appendix VI to the Petition.

DTC - GTL 1-12:

State whether you allege that the telephone rates for in-state and local calls charged by telephone service providers serving Massachusetts correctional facilities violate the Order on Payphone Barriers to Entry & Exit, and OSP Rate Cap issued on or about April 17, 1998 by the Massachusetts Department of Telecommunications and Energy, which was the predecessor agency to the Massachusetts Department of Telecommunications and Cable (the "1998 Order") or any other Massachusetts law or regulation. If your answer is yes to any portion of this request, explain in detail which rates you allege violate the 1998 Order, other law or regulation and how those rates violate the 1998 Order, law or regulation.

Response:

The Petitioners object to this request as calling for a legal conclusion.

Without waiving this objection, Attorney Davenport defers to Petitioner Prisoners' Legal Services' response to GTL 1-12.

DTC - GTL 1-13:

Produce all documents reflecting all correspondence or communications you have had with a telephone service provider regarding any of the allegations in the Petition in this

proceeding, including in its Amendments, including all billing records, requests for information relating to billing, and complaints regarding quality of service.

Response:

Other than phone bills, Attorney Davenport has no other responsive documents in his possession.

DTC - GTL 1-14:

For each Petitioner that submitted an affidavit in this proceeding, identify all statements included in your affidavit that have changed since the time you signed your affidavit or were incorrect at the time of signing and provide a statement in response to this request updating and/or correcting your affidavit.

Response:

Attorney Davenport attests that his affidavit was accurate at the time. Attorney Davenport additionally states that he continues to experience the same problems expressed in his original affidavit.

DTC - GTL 1-15:

For each Petitioner that did not submit an affidavit in this proceeding, provide a statement in response to this request explaining why you did not submit an affidavit and detailing all issues that you allege support your inclusion as a Petitioner.

Response:

Attorney Davenport submitted an affidavit so this request does not apply to him.

DTC - GTL 1-16:

Produce all documents relating to communications with Global Tel*Link or its predecessor relating to any allegations of quality of service or billing issues in relation to telephone calls placed from any Massachusetts correctional facility. If you have no such documents, please state that in writing.

Response:

Attorney Davenport has no such responsive documents in his possession.

DTC - GTL 1-17:

Produce all documents relating to any communications you have had with the Department of Telecommunications and Cable, any Massachusetts correctional facility, any

other federal, state, county or local agency or official, including the Federal Communications Commission, relating to telephone calls placed by prisoners or inmates at correctional facilities.

Response:

Attorney Davenport has no responsive documents in his possession.

Responses

DTC - GTL 1-1:

Identify every Petitioner in this action. For each Petitioner that is an entity, provide its physical address, mailing address if different from its physical address, telephone number, and a list of all officers and directors or partners and their titles since January 1, 1998. For each Petitioner who is a natural person, provide that individual's mailing address(es), place(s) of business, telephone number, and any aliases or other names that person has used since January 1, 1998.

Response:

Attorney Valerie DePalma's current address is P.O. Box 257 Arlington, MA 02476 and her number was 781-648-4518, fax 855-895-5098. Prior to that, Attorney DePalma was located at 175 Washington St. Suite C13 in Winchester, MA 01890 and her phone number was 781-368-9010, fax 781-368-9027. Her address before that was P.O. Box 466 in Arlington, MA 02474 and her number was 781-316-8617, fax 781-316-1844. She has used no aliases.

DTC - GTL 1-2:

For each telephone call that you received from, or placed as, a prisoner or inmate in a Massachusetts correctional facility since January 1, 1998, identify the name of the facility from which the call was placed, the parties to the call, the date and time of the call, the duration of the call, the amount charged for the call, whether the telephone call was placed using a prepaid calling card or as a collect call, the telephone service provider used, and all issues, if any, that you allege affected the quality of the call. Produce all documents, including any billing records or PINs relating to each such call.

Response:

Attorney DePalma objects to the request insofar as it requires her to identify each call received from all of her clients over the years and provide specific information regarding each call. This request is unduly burdensome. Attorney DePalma also objects to the request that she identify the parties to the calls as a violation of attorney-client privilege.

Without waiving this objection, Attorney DePalma provides an accounting of her phone calls as she does not receive a paper bill from the phone companies. She receives calls from state and county facilities across Massachusetts and calls are received through a pre-paid account paid for by credit card. Attorney DePalma further states that she was never able to obtain a written breakdown of her charges. There is no indication on her electronic bill of the minutes used or remaining funds and customer service is overly time consuming and unhelpful. Attorney DePalma would often discover that her funds were insufficient in her account from clients who would write her because they could not reach her by phone.

DTC - GTL 1-3:

For each telephone call identified in response to DTC-GTL 1-2 that you allege was of poor quality, identify the alleged quality issues(s) and the cause(s) of the alleged quality issue(s), explain how you determined the cause(s) of the issue(s), and if you placed the call from a correctional facility, describe the telephone equipment you used to place the call, and whether the telephone service provider was contacted about the issue, the date and time of such contact, and all documents supporting such contact.

Response:

Attorney DePalma objects to the request insofar as it requires her to identify and describe each call of poor quality during her conversations with her clients. This request is unduly burdensome.

Without waiving this objection, Attorney DePalma states that she still experiences dropped calls and poor connections, but does not have specific information about each call she received.

DTC - GTL 1-4:

For Petitioners who are lawyers, law firms or otherwise provide legal services and that claim they have declined to accept calls placed from Massachusetts correctional facilities, or have limited the acceptance of such calls in any way, identify by date and time each instance in which an incoming call was declined and the individual attempting to place the call, and produce all documents relating to such calls and all any policies or procedures relating to accepting, declining or limiting calls placed from Massachusetts correctional facilities.

Response:

Attorney DePalma objects to the request insofar as it requires her to identify by date and time each instance in which an incoming call was declined. This request is unduly burdensome.

Without waiving this objection, Attorney DePalma has no records or recollection of rejecting or limiting any calls and has no responsive documents in her possession.

DTC - GTL 1-5:

Identify each Petitioner that has used a prepaid calling card to place or receive a telephone call from a Massachusetts correctional facility and produce all documents relating to such prepaid calling cards or their use, including the PINs associated with those cards or other prepaid card activation and use records.

Response:

This request does not apply to Attorney DePalma.

DTC - GTL 1-6:

Produce all documents relating to per-call surcharges and/or tariffed service or other fees assessed by telephone service providers serving any Massachusetts correctional facility.

Response:

Other than the accounting she has provided, Attorney DePalma has no other responsive documents in her possession. However, Attorney DePalma states that she pays a \$6 fee to add money to her account.

DTC - GTL 1-7:

Produce all documents that were used or relied upon in relation to creating the chart attached as Appendix II to the Petition in this proceeding, dated August 31, 2009, including all working drafts of Appendix II, and identify all individuals who were involved in the creation of that chart, and describe the methodology used to create such chart.

Response:

This request does not apply to Attorney DePalma, who did not participate in creating the chart attached as Appendix II to the Petition.

DTC - GTL 1-8:

Produce all documents that were used, or relied upon, to create Appendix III to the Petition in this proceeding, dated August 31, 2009, including all working drafts of Appendix III, and identify all individuals who were involved in the creation of Appendix III.

Response:

This request does not apply to Attorney DePalma, who did not participate in creating the chart attached as Appendix III to the Petition.

DTC - GTL 1-9:

Produce all documents that were used, or relied upon, to creating the chart attached as Appendix IV to the Petition in this proceeding, dated August 31, 2009, including all working drafts of Appendix IV, and identify all individuals who were involved in the creation of that chart, and describe the methodology used to create such chart.

Response:

This request does not apply to Attorney DePalma, who did not participate in creating the chart attached as Appendix IV to the Petition.

DTC - GTL 1-10:

Produce all documents that were used, or relied upon, in relation to creating Appendix V to the Petition in this proceeding, dated August 31, 2009, including all working drafts of Appendix V, and identify all individuals who were involved in the creation of Appendix V.

Response:

This request does not apply to Attorney DePalma, who did not participate in creating the chart attached as Appendix V to the Petition.

DTC - GTL 1-11:

Produce all documents that were used, or relied upon, in relation to creating the chart attached as Appendix VI to the Petition in this proceeding, dated August 31, 2009, including all working drafts of Appendix VI, and identify all individuals who were involved in the creation of that chart, and describe the methodology used to create such chart.

Response:

This request does not apply to Attorney DePalma, who did not participate in creating the chart attached as Appendix VI to the Petition.

DTC - GTL 1-12:

State whether you allege that the telephone rates for in-state and local calls charged by telephone service providers serving Massachusetts correctional facilities violate the Order on Payphone Barriers to Entry & Exit, and OSP Rate Cap issued on or about April 17, 1998 by the Massachusetts Department of Telecommunications and Energy, which was the predecessor agency to the Massachusetts Department of Telecommunications and Cable (the "1998 Order") or any other Massachusetts law or regulation. If your answer is yes to any portion of this request, explain in detail which rates you allege violate the 1998 Order, other law or regulation and how those rates violate the 1998 Order, law or regulation.

Response:

The Petitioners object to this request as calling for a legal conclusion.

Without waiving this objection, Attorney DePalma defers to Petitioner Prisoners' Legal Services' response to GTL 1-12.

DTC - GTL 1-13:

Produce all documents reflecting all correspondence or communications you have had with a telephone service provider regarding any of the allegations in the Petition in this proceeding, including in its Amendments, including all billing records, requests for information relating to billing, and complaints regarding quality of service.

Response:

Attorney DePalma has no responsive documents in her possession.

DTC - GTL 1-14:

For each Petitioner that submitted an affidavit in this proceeding, identify all statements included in your affidavit that have changed since the time you signed your affidavit or were incorrect at the time of signing and provide a statement in response to this request updating and/or correcting your affidavit.

Response:

Attorney DePalma attests that her affidavit was accurate at the time. Attorney DePalma additionally states that she still experiences poor quality of phone calls and that customer service is unhelpful.

DTC - GTL 1-15:

For each Petitioner that did not submit an affidavit in this proceeding, provide a statement in response to this request explaining why you did not submit an affidavit and detailing all issues that you allege support your inclusion as a Petitioner.

Response: Attorney DePalma submitted an affidavit so this request does not apply to her.

DTC - GTL 1-16:

Produce all documents relating to communications with Global Tel*Link or its predecessor relating to any allegations of quality of service or billing issues in relation to telephone calls placed from any Massachusetts correctional facility. If you have no such documents, please state that in writing.

Response:

Attorney DePalma has no responsive documents in her possession.

DTC - GTL 1-17:

Produce all documents relating to any communications you have had with the Department of Telecommunications and Cable, any Massachusetts correctional facility, any other federal, state, county or local agency or official, including the Federal Communications Commission, relating to telephone calls placed by prisoners or inmates at correctional facilities.

Response:

Attorney DePalma has no responsive documents in her possession.

DTC - GTL 1-1:

Identify every Petitioner in this action. For each Petitioner that is an entity, provide its physical address, mailing address if different from its physical address, telephone number, and a list of all officers and directors or partners and their titles since January 1, 1998. For each Petitioner who is a natural person, provide that individual's mailing address(es), place(s) of business, telephone number, and any aliases or other names that person has used since January 1, 1998.

Response:

Attorney Howard Friedman's offices are located at:

- 90 Canal Street, 5th Floor, Boston, MA 02114. This is address has been the same since 1998.
- Phone: 617-742-4100.
- He has no aliases.

DTC - GTL 1-2:

For each telephone call that you received from, or placed as, a prisoner or inmate in a Massachusetts correctional facility since January 1, 1998, identify the name of the facility from which the call was placed, the parties to the call, the date and time of the call, the duration of the call, the amount charged for the call, whether the telephone call was placed using a prepaid calling card or as a collect call, the telephone service provider used, and all issues, if any, that you allege affected the quality of the call. Produce all documents, including any billing records or PINs relating to each such call.

Response:

Attorney Friedman objects to the request insofar as it requires him to identify each call made by his clients over these years while they were incarcerated and provide specific information regarding each call. This request is unduly burdensome. Attorney Friedman also objects to the request that he identify the parties to the calls as a violation of attorney-client privilege.

Without waiving this objection, Attorney Friedman states that, aside from telephone bills, he does not have records of the calls made by each and every client during their years in DOC custody.

DTC - GTL 1-3:

For each telephone call identified in response to DTC-GTL 1-2 that you allege was of poor quality, identify the alleged quality issues(s) and the cause(s) of the alleged quality issue(s), explain how you determined the cause(s) of the issue(s), and if you placed the call from a correctional facility, describe the telephone equipment you used to place the call, and whether

the telephone service provider was contacted about the issue, the date and time of such contact, and all documents supporting such contact.

Response:

Attorney Friedman objects to the request insofar as it requires him to identify and describe each call of poor quality during his interview with his clients. This request is unduly burdensome.

Without waiving this objection, Attorney Friedman states that he and his incarcerated clients have experienced dropped calls and poor line quality.

DTC - GTL 1-4:

For Petitioners who are lawyers, law firms or otherwise provide legal services and that claim they have declined to accept calls placed from Massachusetts correctional facilities, or have limited the acceptance of such calls in any way, identify by date and time each instance in which an incoming call was declined and the individual attempting to place the call, and produce all documents relating to such calls and all any policies or procedures relating to accepting, declining or limiting calls placed from Massachusetts correctional facilities.

Response:

Attorney Friedman objects to the request insofar as it requires him to identify by date and time each instance in which an incoming call was declined. This request is unduly burdensome.

Without waiving this objection, Attorney Friedman states that he has no such policies and therefore he has no responsive documents.

DTC - GTL 1-5:

Identify each Petitioner that has used a prepaid calling card to place or receive a telephone call from a Massachusetts correctional facility and produce all documents relating to such prepaid calling cards or their use, including the PINs associated with those cards or other prepaid card activation and use records.

Response:

This does not apply to Attorney Friedman.

DTC - GTL 1-6:

Produce all documents relating to per-call surcharges and/or tariffed service or other fees assessed by telephone service providers serving any Massachusetts correctional facility.

Response:

Please see bills, attached.

DTC - GTL 1-7:

Produce all documents that were used or relied upon in relation to creating the chart attached as Appendix II to the Petition in this proceeding, dated August 31, 2009, including all working drafts of Appendix II, and identify all individuals who were involved in the creation of that chart, and describe the methodology used to create such chart.

Response:

This request does not apply to Attorney Friedman, who did not participate in creating the chart attached as Appendix II to the Petition.

DTC - GTL 1-8:

Produce all documents that were used, or relied upon, to create Appendix III to the Petition in this proceeding, dated August 31, 2009, including all working drafts of Appendix III, and identify all individuals who were involved in the creation of Appendix III.

Response:

This request does not apply to Attorney Friedman, who did not participate in creating the chart attached as Appendix III to the Petition.

DTC - GTL 1-9:

Produce all documents that were used, or relied upon, to creating the chart attached as Appendix IV to the Petition in this proceeding, dated August 31, 2009, including all working drafts of Appendix IV, and identify all individuals who were involved in the creation of that chart, and describe the methodology used to create such chart.

Response:

This request does not apply to Attorney Friedman, who did not participate in creating the chart attached as Appendix IV to the Petition.

DTC - GTL 1-10:

Produce all documents that were used, or relied upon, in relation to creating Appendix V to the Petition in this proceeding, dated August 31, 2009, including all working drafts of Appendix V, and identify all individuals who were involved in the creation of Appendix V.

Response:

This request does not apply to Attorney Friedman, who did not participate in creating the chart attached as Appendix V to the Petition.

DTC - GTL 1-11:

Produce all documents that were used, or relied upon, in relation to creating the chart attached as Appendix VI to the Petition in this proceeding, dated August 31, 2009, including all working drafts of Appendix VI, and identify all individuals who were involved in the creation of that chart, and describe the methodology used to create such chart.

Response:

This request does not apply to Attorney Friedman, who did not participate in creating the chart attached as Appendix VI to the Petition.

DTC - GTL 1-12:

State whether you allege that the telephone rates for in-state and local calls charged by telephone service providers serving Massachusetts correctional facilities violate the Order on Payphone Barriers to Entry & Exit, and OSP Rate Cap issued on or about April 17, 1998 by the Massachusetts Department of Telecommunications and Energy, which was the predecessor agency to the Massachusetts Department of Telecommunications and Cable (the "1998 Order") or any other Massachusetts law or regulation. If your answer is yes to any portion of this request, explain in detail which rates you allege violate the 1998 Order, other law or regulation and how those rates violate the 1998 Order, law or regulation.

Response:

The Petitioners object to this request as calling for a legal conclusion.

Without waiving this objection, Attorney Friedman defers to Petitioner Prisoners' Legal Services' response to GTL 1-12.

DTC - GTL 1-13:

Produce all documents reflecting all correspondence or communications you have had with a telephone service provider regarding any of the allegations in the Petition in this

proceeding, including in its Amendments, including all billing records, requests for information relating to billing, and complaints regarding quality of service.

Response:

Aside from the telephone bills produced with this response, Attorney Friedman has no responsive documents in his possession.

DTC - GTL 1-14:

For each Petitioner that submitted an affidavit in this proceeding, identify all statements included in your affidavit that have changed since the time you signed your affidavit or were incorrect at the time of signing and provide a statement in response to this request updating and/or correcting your affidavit.

Response:

Attorney Friedman stands by his Affidavit.

DTC - GTL 1-15:

For each Petitioner that did not submit an affidavit in this proceeding, provide a statement in response to this request explaining why you did not submit an affidavit and detailing all issues that you allege support your inclusion as a Petitioner.

Response:

This does not apply to Attorney Friedman.

DTC - GTL 1-16:

Produce all documents relating to communications with Global Tel*Link or its predecessor relating to any allegations of quality of service or billing issues in relation to telephone calls placed from any Massachusetts correctional facility. If you have no such documents, please state that in writing.

Response:

Please see attached bills from Attorney Friedman.

DTC - GTL 1-17:

Produce all documents relating to any communications you have had with the Department of Telecommunications and Cable, any Massachusetts correctional facility, any other federal, state, county or local agency or official, including the Federal Communications Commission, relating to telephone calls placed by prisoners or inmates at correctional facilities.

Response:

Attorney Friedman has no responsive documents in his possession.

DTC - GTL 1-1:

Identify every Petitioner in this action. For each Petitioner that is an entity, provide its physical address, mailing address if different from its physical address, telephone number, and a list of all officers and directors or partners and their titles since January 1, 1998. For each Petitioner who is a natural person, provide that individual's mailing address(es), place(s) of business, telephone number, and any aliases or other names that person has used since January 1, 1998.

Response:

Attorney Thomas Gately's offices are located at;

- 85 Exchange Street, Lynn, MA 01902.
- Phone: 978-777-1850
- Fax: 978-777-1851
- He has used no aliases.

DTC - GTL 1-2:

For each telephone call that you received from, or placed as, a prisoner or inmate in a Massachusetts correctional facility since January 1, 1998, identify the name of the facility from which the call was placed, the parties to the call, the date and time of the call, the duration of the call, the amount charged for the call, whether the telephone call was placed using a prepaid calling card or as a collect call, the telephone service provider used, and all issues, if any, that you allege affected the quality of the call. Produce all documents, including any billing records or PINs relating to each such call.

Response:

Attorney Gately objects to the request insofar as it requires him to identify each call made by his clients over the years while they were in custody and provide specific information regarding each call. This request is unduly burdensome. Attorney Gately also objects to the request that he identify the parties to the calls as a violation of attorney-client privilege.

Without waiving this objection, Attorney Gately provides billing records in his possession.

DTC - GTL 1-3:

For each telephone call identified in response to DTC-GTL 1-2 that you allege was of poor quality, identify the alleged quality issues(s) and the cause(s) of the alleged quality issue(s), explain how you determined the cause(s) of the issue(s), and if you placed the call from a correctional facility, describe the telephone equipment you used to place the call, and whether the telephone service provider was contacted about the issue, the date and time of such contact, and all documents supporting such contact.

Response:

Attorney Gately objects to the request insofar as it requires him to identify and describe each call of poor quality during years of telephone calls from clients. This request is unduly burdensome.

Without waiving this objection, Attorney Gately has no responsive documents in his possession.

DTC - GTL 1-4:

For Petitioners who are lawyers, law firms or otherwise provide legal services and that claim they have declined to accept calls placed from Massachusetts correctional facilities, or have limited the acceptance of such calls in any way, identify by date and time each instance in which an incoming call was declined and the individual attempting to place the call, and produce all documents relating to such calls and all any policies or procedures relating to accepting, declining or limiting calls placed from Massachusetts correctional facilities.

Response:

Attorney Gately objects to the request insofar as it requires him to identify by date and time each instance in which an incoming call was declined. This request is unduly burdensome.

Without waiving this objection, Attorney Gately states that he did not reject any call.

DTC - GTL 1-5:

Identify each Petitioner that has used a prepaid calling card to place or receive a telephone call from a Massachusetts correctional facility and produce all documents relating to such prepaid calling cards or their use, including the PINs associated with those cards or other prepaid card activation and use records.

Response:

This does not apply to Attorney Gately.

DTC - GTL 1-6:

Produce all documents relating to per-call surcharges and/or tariffed service or other fees assessed by telephone service providers serving any Massachusetts correctional facility.

Response:

Other than bills, Attorney Gately has no responsive documents in his possession.

DTC - GTL 1-7:

Produce all documents that were used or relied upon in relation to creating the chart attached as Appendix II to the Petition in this proceeding, dated August 31, 2009, including all

working drafts of Appendix II, and identify all individuals who were involved in the creation of that chart, and describe the methodology used to create such chart.

Response:

This request does not apply to Attorney Gately, who did not participate in creating the chart attached as Appendix II to the Petition.

DTC - GTL 1-8:

Produce all documents that were used, or relied upon, to create Appendix III to the Petition in this proceeding, dated August 31, 2009, including all working drafts of Appendix III, and identify all individuals who were involved in the creation of Appendix III.

Response:

This request does not apply to Attorney Gately, who did not participate in creating the chart attached as Appendix III to the Petition.

DTC - GTL 1-9:

Produce all documents that were used, or relied upon, to creating the chart attached as Appendix IV to the Petition in this proceeding, dated August 31, 2009, including all working drafts of Appendix IV, and identify all individuals who were involved in the creation of that chart, and describe the methodology used to create such chart.

Response:

This request does not apply to Attorney Gately, who did not participate in creating the chart attached as Appendix IV to the Petition.

DTC - GTL 1-10:

Produce all documents that were used, or relied upon, in relation to creating Appendix V to the Petition in this proceeding, dated August 31, 2009, including all working drafts of Appendix V, and identify all individuals who were involved in the creation of Appendix V.

Response:

This request does not apply to Attorney Gately, who did not participate in creating the chart attached as Appendix V to the Petition.

DTC - GTL 1-11:

Produce all documents that were used, or relied upon, in relation to creating the chart attached as Appendix VI to the Petition in this proceeding, dated August 31, 2009, including all

working drafts of Appendix VI, and identify all individuals who were involved in the creation of that chart, and describe the methodology used to create such chart.

Response:

This request does not apply to Attorney Gately, who did not participate in creating the chart attached as Appendix VI to the Petition.

DTC - GTL 1-12:

State whether you allege that the telephone rates for in-state and local calls charged by telephone service providers serving Massachusetts correctional facilities violate the Order on Payphone Barriers to Entry & Exit, and OSP Rate Cap issued on or about April 17, 1998 by the Massachusetts Department of Telecommunications and Energy, which was the predecessor agency to the Massachusetts Department of Telecommunications and Cable (the "1998 Order") or any other Massachusetts law or regulation. If your answer is yes to any portion of this request, explain in detail which rates you allege violate the 1998 Order, other law or regulation and how those rates violate the 1998 Order, law or regulation.

Response:

The Petitioners object to this request as calling for a legal conclusion.

Without waiving this objection, Attorney Gately defers to Petitioner Prisoners' Legal Services' response to GTL 1-12.

DTC - GTL 1-13:

Produce all documents reflecting all correspondence or communications you have had with a telephone service provider regarding any of the allegations in the Petition in this proceeding, including in its Amendments, including all billing records, requests for information relating to billing, and complaints regarding quality of service.

Response:

Aside from bills, Attorney Gately has no responsive documents in his possession.

DTC - GTL 1-14:

For each Petitioner that submitted an affidavit in this proceeding, identify all statements included in your affidavit that have changed since the time you signed your affidavit or were incorrect at the time of signing and provide a statement in response to this request updating and/or correcting your affidavit.

Response:

All statements included in Attorney Gately's Affidavit are still valid except that the average number of calls per week has decreased.

DTC - GTL 1-15:

For each Petitioner that did not submit an affidavit in this proceeding, provide a statement in response to this request explaining why you did not submit an affidavit and detailing all issues that you allege support your inclusion as a Petitioner.

Response:

This does not apply to Attorney Gately.

DTC - GTL 1-16:

Produce all documents relating to communications with Global Tel*Link or its predecessor relating to any allegations of quality of service or billing issues in relation to telephone calls placed from any Massachusetts correctional facility. If you have no such documents, please state that in writing.

Response:

Attorney Gately has no responsive documents in his possession.

DTC - GTL 1-17:

Produce all documents relating to any communications you have had with the Department of Telecommunications and Cable, any Massachusetts correctional facility, any other federal, state, county or local agency or official, including the Federal Communications Commission, relating to telephone calls placed by prisoners or inmates at correctional facilities.

Response:

Attorney Gately has no responsive documents in his possession.

DTC - GTL 1-1:

Identify every Petitioner in this action. For each Petitioner that is an entity, provide its physical address, mailing address if different from its physical address, telephone number, and a list of all officers and directors or partners and their titles since January 1, 1998. For each Petitioner who is a natural person, provide that individual's mailing address(es), place(s) of business, telephone number, and any aliases or other names that person has used since January 1, 1998.

Response:

Attorney James R. Logar's offices are located at:

- 1245 Hancock Street
Quincy, MA 02169
Phone: 617-773-6261
He has no aliases.

DTC - GTL 1-2:

For each telephone call that you received from, or placed as, a prisoner or inmate in a Massachusetts correctional facility since January 1, 1998, identify the name of the facility from which the call was placed, the parties to the call, the date and time of the call, the duration of the call, the amount charged for the call, whether the telephone call was placed using a prepaid calling card or as a collect call, the telephone service provider used, and all issues, if any, that you allege affected the quality of the call. Produce all documents, including any billing records or PINs relating to each such call.

Response:

Attorney Logar objects to the request insofar as it requires him to identify each call made by his clients over the years while they were in custody and provide specific information regarding each call. This request is unduly burdensome. Attorney Logar also objects to the request that he identify the parties to the calls as a violation of attorney-client privilege.

Without waiving this objection, Attorney Logar provides billing records in his possession.

DTC - GTL 1-3:

For each telephone call identified in response to DTC-GTL 1-2 that you allege was of poor quality, identify the alleged quality issues(s) and the cause(s) of the alleged quality issue(s), explain how you determined the cause(s) of the issue(s), and if you placed the call from a correctional facility, describe the telephone equipment you used to place the call, and whether the telephone service provider was contacted about the issue, the date and time of such contact, and all documents supporting such contact.

Response:

Attorney Logar objects to the request insofar as it requires him to identify and describe each call of poor quality during his interview with his clients. This request is unduly burdensome.

Without waiving this objection, Attorney Logar has found collect call recording is filled with advertising and often does not contain the name of the caller. This is a waste of time. The sound quality is poor, resulting in missed calls. He has had suspensions of service resulting in defendants' inability to reach him due to work or changes in service at the facility. It must be said that he is required to take these calls per his contract with the state and the code of professional ethics. He regards the extra costs, requirements and barriers to having this phone service as interference with his contractual relations and violation of the constitutional rights of the criminal defendants he represents.

DTC - GTL 1-4:

For Petitioners who are lawyers, law firms or otherwise provide legal services and that claim they have declined to accept calls placed from Massachusetts correctional facilities, or have limited the acceptance of such calls in any way, identify by date and time each instance in which an incoming call was declined and the individual attempting to place the call, and produce all documents relating to such calls and all any policies or procedures relating to accepting, declining or limiting calls placed from Massachusetts correctional facilities.

Response:

Attorney Logar objects to the request insofar as it requires him to identify by date and time each instance in which an incoming call was declined. This request is unduly burdensome.

Without waiving this objection, Attorney Logar did not reject any calls and has no responsive documents in his possession.

DTC - GTL 1-5:

Identify each Petitioner that has used a prepaid calling card to place or receive a telephone call from a Massachusetts correctional facility and produce all documents relating to such prepaid calling cards or their use, including the PINs associated with those cards or other prepaid card activation and use records.

Response:

This does not apply to Attorney Logar.

DTC - GTL 1-6:

Produce all documents relating to per-call surcharges and/or tariffed service or other fees assessed by telephone service providers serving any Massachusetts correctional facility.

Response:

Please see billing records attached.

DTC - GTL 1-7:

Produce all documents that were used or relied upon in relation to creating the chart attached as Appendix II to the Petition in this proceeding, dated August 31, 2009, including all working drafts of Appendix II, and identify all individuals who were involved in the creation of that chart, and describe the methodology used to create such chart.

Response:

This request does not apply to Attorney Logar, who did not participate in creating the chart attached as Appendix II to the Petition.

DTC - GTL 1-8:

Produce all documents that were used, or relied upon, to create Appendix III to the Petition in this proceeding, dated August 31, 2009, including all working drafts of Appendix III, and identify all individuals who were involved in the creation of Appendix III.

Response:

This request does not apply to Attorney Logar, who did not participate in creating the chart attached as Appendix III to the Petition.

DTC - GTL 1-9:

Produce all documents that were used, or relied upon, to creating the chart attached as Appendix IV to the Petition in this proceeding, dated August 31, 2009, including all working drafts of Appendix IV, and identify all individuals who were involved in the creation of that chart, and describe the methodology used to create such chart.

Response:

This request does not apply to Attorney Logar, who did not participate in creating the chart attached as Appendix IV to the Petition.

DTC - GTL 1-10:

Produce all documents that were used, or relied upon, in relation to creating Appendix V to the Petition in this proceeding, dated August 31, 2009, including all working drafts of Appendix V, and identify all individuals who were involved in the creation of Appendix V.

Response:

This request does not apply to Attorney Logar, who did not participate in creating the chart attached as Appendix V to the Petition.

DTC - GTL 1-11:

Produce all documents that were used, or relied upon, in relation to creating the chart attached as Appendix VI to the Petition in this proceeding, dated August 31, 2009, including all working drafts of Appendix VI, and identify all individuals who were involved in the creation of that chart, and describe the methodology used to create such chart.

Response:

This request does not apply to Attorney Logar, who did not participate in creating the chart attached as Appendix VI to the Petition.

DTC - GTL 1-12:

State whether you allege that the telephone rates for in-state and local calls charged by telephone service providers serving Massachusetts correctional facilities violate the Order on Payphone Barriers to Entry & Exit, and OSP Rate Cap issued on or about April 17, 1998 by the Massachusetts Department of Telecommunications and Energy, which was the predecessor agency to the Massachusetts Department of Telecommunications and Cable (the "1998 Order") or any other Massachusetts law or regulation. If your answer is yes to any portion of this request, explain in detail which rates you allege violate the 1998 Order, other law or regulation and how those rates violate the 1998 Order, law or regulation.

Response:

The Petitioners object to this request as calling for a legal conclusion.

Without waiving this objection, Attorney Logar defers to Petitioner Prisoners' Legal Services' response to GTL 1-12.

DTC - GTL 1-13:

Produce all documents reflecting all correspondence or communications you have had with a telephone service provider regarding any of the allegations in the Petition in this

proceeding, including in its Amendments, including all billing records, requests for information relating to billing, and complaints regarding quality of service.

Response:

Attorney Logar has attached all responsive documents in his possession.

DTC - GTL 1-14:

For each Petitioner that submitted an affidavit in this proceeding, identify all statements included in your affidavit that have changed since the time you signed your affidavit or were incorrect at the time of signing and provide a statement in response to this request updating and/or correcting your affidavit.

Response:

Attorney Logar stands by his affidavit. In addition to what he put in his affidavit, he has found the billing to be late and cumbersome.

DTC - GTL 1-15:

For each Petitioner that did not submit an affidavit in this proceeding, provide a statement in response to this request explaining why you did not submit an affidavit and detailing all issues that you allege support your inclusion as a Petitioner.

Response:

This request does not apply to Attorney Logar.

DTC - GTL 1-16:

Produce all documents relating to communications with Global Tel*Link or its predecessor relating to any allegations of quality of service or billing issues in relation to telephone calls placed from any Massachusetts correctional facility. If you have no such documents, please state that in writing.

Response:

Attorney Logar has no responsive documents in his possession.

DTC - GTL 1-17:

Produce all documents relating to any communications you have had with the Department of Telecommunications and Cable, any Massachusetts correctional facility, any other federal, state, county or local agency or official, including the Federal Communications Commission, relating to telephone calls placed by prisoners or inmates at correctional facilities.

Response:

Attorney Logar has no responsive documents in his possession.

DTC - GTL 1-1:

Identify every Petitioner in this action. For each Petitioner that is an entity, provide its physical address, mailing address if different from its physical address, telephone number, and a list of all officers and directors or partners and their titles since January 1, 1998. For each Petitioner who is a natural person, provide that individual's mailing address(es), place(s) of business, telephone number, and any aliases or other names that person has used since January 1, 1998.

Response:

Attorney Edward Molari's offices are located at:

- 1 Taunton Green, Taunton, MA 02780
- 10 South Main Street; Suite 201, Attleboro, MA 02703
- 7 Park Street; Suite 201, Attleboro, MA 02703
- 600 Columbia Road; Suite 103, Boston, MA 02125-3421
- 185 Devonshire Street; Suite 302, Boston, MA 2110

Phone: 508-369-1689 (receives calls from institutions)

Phone: 617-942-1532

Fax: 815-642-8351

Mr. Molari has not used an alias.

DTC - GTL 1-2:

For each telephone call that you received from, or placed as, a prisoner or inmate in a Massachusetts correctional facility since January 1, 1998, identify the name of the facility from which the call was placed, the parties to the call, the date and time of the call, the duration of the call, the amount charged for the call, whether the telephone call was placed using a prepaid calling card or as a collect call, the telephone service provider used, and all issues, if any, that you allege affected the quality of the call. Produce all documents, including any billing records or PINs relating to each such call.

Response:

Attorney Molari objects to the request insofar as it requires him to identify each call made by his clients over the years while they were incarcerated and provide specific information regarding each call. This request is unduly burdensome. Attorney Molari also objects to the request that he identify the parties to the calls as a violation of attorney-client privilege.

Without waiving this objection, Attorney Molari provides a list of transactions in which he has paid for inmate calling services which was created using the Mint program and call logs that he maintains through the google voice program. All redactions in the call logs are due to attorney client privilege.

DTC - GTL 1-3:

For each telephone call identified in response to DTC-GTL 1-2 that you allege was of poor quality, identify the alleged quality issue(s) and the cause(s) of the alleged quality issue(s), explain how you determined the cause(s) of the issue(s), and if you placed the call from a correctional facility, describe the telephone equipment you used to place the call, and whether the telephone service provider was contacted about the issue, the date and time of such contact, and all documents supporting such contact.

Response:

Attorney Molari objects to the request insofar as it requires him to identify and describe each call of poor quality during his interview with his clients. This request is unduly burdensome.

Without waiving this objection, Attorney Molari states that on a regular basis, when speaking with inmates, he has to tell them that he cannot understand what they are saying. About one month ago while speaking with an inmate in Dedham and he had to tell him three times to repeat his question.

Mr. Molari further states that the prison telephone provider in Plymouth County enforced a policy whereby inactive accounts had the balance forfeited to the provider. There is no legitimate business justification for this policy – it does not close the account in order to reduce overhead, the account requires no manual servicing and they are not paying interest.

DTC - GTL 1-4:

For Petitioners who are lawyers, law firms or otherwise provide legal services and that claim they have declined to accept calls placed from Massachusetts correctional facilities, or have limited the acceptance of such calls in any way, identify by date and time each instance in which an incoming call was declined and the individual attempting to place the call, and produce all documents relating to such calls and all any policies or procedures relating to accepting, declining or limiting calls placed from Massachusetts correctional facilities.

Response:

Attorney Molari objects to the request insofar as it requires him to identify by date and time each instance in which an incoming call was declined. This request is unduly burdensome.

Without waving this objection, Attorney Molari states that he does not have such policies or procedures relating to accepting, declining or limiting calls. At times, his service was unilaterally cut off by a provider, but he was never notified. He only found out when his clients told him that they could not call.

DTC - GTL 1-5:

Identify each Petitioner that has used a prepaid calling card to place or receive a telephone call from a Massachusetts correctional facility and produce all documents relating to such prepaid calling cards or their use, including the PINs associated with those cards or other prepaid card activation and use records.

Response:

Attorney Molari has a prepaid account at Plymouth County Correctional Facility. Last year the provider wiped out his prepaid credit because of inactivity, and just kept his money without providing any service in exchange. Attorney Molari has some responsive documents. See attachment.

DTC - GTL 1-6:

Produce all documents relating to per-call surcharges and/or tariffed service or other fees assessed by telephone service providers serving any Massachusetts correctional facility.

Response:

Please see documents attached.

DTC - GTL 1-7:

Produce all documents that were used or relied upon in relation to creating the chart attached as Appendix II to the Petition in this proceeding, dated August 31, 2009, including all working drafts of Appendix II, and identify all individuals who were involved in the creation of that chart, and describe the methodology used to create such chart.

Response:

This request does not apply to Attorney Molari, who did not participate in creating the chart attached as Appendix II to the Petition.

DTC - GTL 1-8:

Produce all documents that were used, or relied upon, to create Appendix III to the Petition in this proceeding, dated August 31, 2009, including all working drafts of Appendix III, and identify all individuals who were involved in the creation of Appendix III.

Response:

This request does not apply to Attorney Molari, who did not participate in creating the chart attached as Appendix III to the Petition.

DTC - GTL 1-9:

Produce all documents that were used, or relied upon, to creating the chart attached as Appendix IV to the Petition in this proceeding, dated August 31, 2009, including all working drafts of Appendix IV, and identify all individuals who were involved in the creation of that chart, and describe the methodology used to create such chart.

Response:

This request does not apply to Attorney Molari, who did not participate in creating the chart attached as Appendix IV to the Petition.

DTC - GTL 1-10:

Produce all documents that were used, or relied upon, in relation to creating Appendix V to the Petition in this proceeding, dated August 31, 2009, including all working drafts of Appendix V, and identify all individuals who were involved in the creation of Appendix V.

Response:

This request does not apply to Attorney Molari, who did not participate in creating the chart attached as Appendix V to the Petition.

DTC - GTL 1-11:

Produce all documents that were used, or relied upon, in relation to creating the chart attached as Appendix VI to the Petition in this proceeding, dated August 31, 2009, including all working drafts of Appendix VI, and identify all individuals who were involved in the creation of that chart, and describe the methodology used to create such chart.

Response:

This request does not apply to Attorney Molari, who did not participate in creating the chart attached as Appendix VI to the Petition.

DTC - GTL 1-12:

State whether you allege that the telephone rates for in-state and local calls charged by telephone service providers serving Massachusetts correctional facilities violate the Order on Payphone Barriers to Entry & Exit, and OSP Rate Cap issued on or about April 17, 1998 by the Massachusetts Department of Telecommunications and Energy, which was the predecessor agency to the Massachusetts Department of Telecommunications and Cable (the "1998 Order") or any other Massachusetts law or regulation. If your answer is yes to any portion of this request, explain in detail which rates you allege violate the 1998 Order, other law or regulation and how those rates violate the 1998 Order, law or regulation.

Response:

The Petitioners object to this request as calling for a legal conclusion.

Without waiving this objection, Attorney Molari defers to Petitioner Prisoners' Legal Services response to GTL 1-12.

DTC - GTL 1-13:

Produce all documents reflecting all correspondence or communications you have had with a telephone service provider regarding any of the allegations in the Petition in this proceeding, including in its Amendments, including all billing records, requests for information relating to billing, and complaints regarding quality of service.

Response:

Aside from the calling records submitted, Attorney Molari has no responsive documents in his possession.

DTC - GTL 1-14:

For each Petitioner that submitted an affidavit in this proceeding, identify all statements included in your affidavit that have changed since the time you signed your affidavit or were incorrect at the time of signing and provide a statement in response to this request updating and/or correcting your affidavit.

Response:

Attorney Molari stands by his Affidavit. On a regular basis, when speaking with his clients who are incarcerated, Attorney Molari has to tell them that he cannot understand what they are saying. He has to ask them to repeat their questions.

DTC - GTL 1-15:

For each Petitioner that did not submit an affidavit in this proceeding, provide a statement in response to this request explaining why you did not submit an affidavit and detailing all issues that you allege support your inclusion as a Petitioner.

Response:

This does not apply to Attorney Molari.

DTC - GTL 1-16:

Produce all documents relating to communications with Global Tel*Link or its predecessor relating to any allegations of quality of service or billing issues in relation to

telephone calls placed from any Massachusetts correctional facility. If you have no such documents, please state that in writing.

Response:

Please see attachment.

DTC - GTL 1-17:

Produce all documents relating to any communications you have had with the Department of Telecommunications and Cable, any Massachusetts correctional facility, any other federal, state, county or local agency or official, including the Federal Communications Commission, relating to telephone calls placed by prisoners or inmates at correctional facilities.

Response:

Attorney Molari has no responsive documents in his possession.

DTC - GTL 1-1:

Identify every Petitioner in this action. For each Petitioner that is an entity, provide its physical address, mailing address if different from its physical address, telephone number, and a list of all officers and directors or partners and their titles since January 1, 1998. For each Petitioner who is a natural person, provide that individual's mailing address(es), place(s) of business, telephone number, and any aliases or other names that person has used since January 1, 1998.

Response:

Attorney K. Ohren's offices are located at

- 139 Charles Street; Suite A, #285, Boston, MA 02114
- 276 Washington Street, Boston, MA 02108

Phone: 617-557-0115

617-840-6858

Fax: 617-557-0052

Attorney Ohren does not have any aliases.

DTC - GTL 1-2:

For each telephone call that you received from, or placed as, a prisoner or inmate in a Massachusetts correctional facility since January 1, 1998, identify the name of the facility from which the call was placed, the parties to the call, the date and time of the call, the duration of the call, the amount charged for the call, whether the telephone call was placed using a prepaid calling card or as a collect call, the telephone service provider used, and all issues, if any, that you allege affected the quality of the call. Produce all documents, including any billing records or PINs relating to each such call.

Response:

Attorney Ohren objects to the request insofar as it requires her to identify each call made by her clients over these years while they were in custody and provide specific information regarding each call. This request is unduly burdensome. Attorney Ohren also objects to the request that she identify the parties to the calls as a violation of attorney-client privilege.

Without waiving this objection, Attorney Ohren does not have records of the calls made by each and every client during their years of imprisonment. Billing is done online and no documents are involved.

DTC - GTL 1-3:

For each telephone call identified in response to DTC-GTL 1-2 that you allege was of poor quality, identify the alleged quality issue(s) and the cause(s) of the alleged quality issue(s), explain how you determined the cause(s) of the issue(s), and if you placed the call from a correctional facility, describe the telephone equipment you used to place the call, and whether the telephone service provider was contacted about the issue, the date and time of such contact, and all documents supporting such contact.

Response:

Attorney Ohren objects to the request insofar as it requires her to identify and describe each call of poor quality over many years. This request is unduly burdensome.

Without waiving this objection, Attorney Ohren states that she and her incarcerated clients have experienced dropped calls and generally poor quality of service.

DTC - GTL 1-4:

For Petitioners who are lawyers, law firms or otherwise provide legal services and that claim they have declined to accept calls placed from Massachusetts correctional facilities, or have limited the acceptance of such calls in any way, identify by date and time each instance in which an incoming call was declined and the individual attempting to place the call, and produce all documents relating to such calls and all any policies or procedures relating to accepting, declining or limiting calls placed from Massachusetts correctional facilities.

Response:

Attorney Ohren objects to this request insofar as it requires her to identify by date and time each instance in which an incoming call was declined. This request is unduly burdensome.

Without waiving this objection, Attorney Ohren states that she does not have such policies and has no responsive documents.

DTC - GTL 1-5:

Identify each Petitioner that has used a prepaid calling card to place or receive a telephone call from a Massachusetts correctional facility and produce all documents relating to such prepaid calling cards or their use, including the PINs associated with those cards or other prepaid card activation and use records.

Response:

This does not apply to Attorney Ohren.

DTC - GTL 1-6:

Produce all documents relating to per-call surcharges and/or tariffed service or other fees assessed by telephone service providers serving any Massachusetts correctional facility.

Response:

Attorney Ohren has no responsive documents in her possession.

DTC - GTL 1-7:

Produce all documents that were used or relied upon in relation to creating the chart attached as Appendix II to the Petition in this proceeding, dated August 31, 2009, including all working drafts of Appendix II, and identify all individuals who were involved in the creation of that chart, and describe the methodology used to create such chart.

Response:

This request does not apply to Attorney Ohren, who did not participate in creating the chart attached as Appendix II to the Petition.

DTC - GTL 1-8:

Produce all documents that were used, or relied upon, to create Appendix III to the Petition in this proceeding, dated August 31, 2009, including all working drafts of Appendix III, and identify all individuals who were involved in the creation of Appendix III.

Response:

This request does not apply to Attorney Ohren, who did not participate in creating the chart attached as Appendix III to the Petition.

DTC - GTL 1-9:

Produce all documents that were used, or relied upon, to creating the chart attached as Appendix IV to the Petition in this proceeding, dated August 31, 2009, including all working drafts of Appendix IV, and identify all individuals who were involved in the creation of that chart, and describe the methodology used to create such chart.

Response:

This request does not apply to Attorney Ohren, who did not participate in creating the chart attached as Appendix IV to the Petition.

DTC - GTL 1-10:

Produce all documents that were used, or relied upon, in relation to creating Appendix V to the Petition in this proceeding, dated August 31, 2009, including all working drafts of Appendix V, and identify all individuals who were involved in the creation of Appendix V.

Response:

This request does not apply to Attorney Ohren, who did not participate in creating the chart attached as Appendix V to the Petition.

DTC - GTL 1-11:

Produce all documents that were used, or relied upon, in relation to creating the chart attached as Appendix VI to the Petition in this proceeding, dated August 31, 2009, including all working drafts of Appendix VI, and identify all individuals who were involved in the creation of that chart, and describe the methodology used to create such chart.

Response:

This request does not apply to Attorney Ohren, who did not participate in creating the chart attached as Appendix VI to the Petition.

DTC - GTL 1-12:

State whether you allege that the telephone rates for in-state and local calls charged by telephone service providers serving Massachusetts correctional facilities violate the Order on Payphone Barriers to Entry & Exit, and OSP Rate Cap issued on or about April 17, 1998 by the Massachusetts Department of Telecommunications and Energy, which was the predecessor agency to the Massachusetts Department of Telecommunications and Cable (the "1998 Order") or any other Massachusetts law or regulation. If your answer is yes to any portion of this request, explain in detail which rates you allege violate the 1998 Order, other law or regulation and how those rates violate the 1998 Order, law or regulation.

Response:

The Petitioners object to this request as calling for a legal conclusion.

Without waiving this objection, Attorney Ohren defers to Petitioner Prisoners' Legal Services' response to GTL 1-12.

DTC - GTL 1-13:

Produce all documents reflecting all correspondence or communications you have had with a telephone service provider regarding any of the allegations in the Petition in this

proceeding, including in its Amendments, including all billing records, requests for information relating to billing, and complaints regarding quality of service.

Response:

Attorney Ohren has no responsive documents in her possession.

DTC - GTL 1-14:

For each Petitioner that submitted an affidavit in this proceeding, identify all statements included in your affidavit that have changed since the time you signed your affidavit or were incorrect at the time of signing and provide a statement in response to this request updating and/or correcting your affidavit.

Response:

The sole change to Attorney Ohren's Affidavit is that she now receives between 0-1 call per month. Other than that Attorney Ohren stands by her Affidavit.

DTC - GTL 1-15:

For each Petitioner that did not submit an affidavit in this proceeding, provide a statement in response to this request explaining why you did not submit an affidavit and detailing all issues that you allege support your inclusion as a Petitioner.

Response:

This does not apply to Attorney Ohren.

DTC - GTL 1-16:

Produce all documents relating to communications with Global Tel*Link or its predecessor relating to any allegations of quality of service or billing issues in relation to telephone calls placed from any Massachusetts correctional facility. If you have no such documents, please state that in writing.

Response:

Attorney Ohren has no responsive documents in her possession.

DTC - GTL 1-17:

Produce all documents relating to any communications you have had with the Department of Telecommunications and Cable, any Massachusetts correctional facility, any other federal, state, county or local agency or official, including the Federal Communications Commission, relating to telephone calls placed by prisoners or inmates at correctional facilities.

Response:

Attorney Ohren has no responsive documents in her possession.

DTC - GTL 1-1:

Identify every Petitioner in this action. For each Petitioner that is an entity, provide its physical address, mailing address if different from its physical address, telephone number, and a list of all officers and directors or partners and their titles since January 1, 1998. For each Petitioner who is a natural person, provide that individual's mailing address(es), place(s) of business, telephone number, and any aliases or other names that person has used since January 1, 1998.

Response:

Attorney Dennis Shedd's offices are located at:

- 114 Waltham Street, Lexington, MA 02421. He has been at this address since 2000 when he started his law practice.
- Phone: 781-274-7709

DTC - GTL 1-2:

For each telephone call that you received from, or placed as, a prisoner or inmate in a Massachusetts correctional facility since January 1, 1998, identify the name of the facility from which the call was placed, the parties to the call, the date and time of the call, the duration of the call, the amount charged for the call, whether the telephone call was placed using a prepaid calling card or as a collect call, the telephone service provider used, and all issues, if any, that you allege affected the quality of the call. Produce all documents, including any billing records or PINs relating to each such call.

Response:

Attorney Shedd objects to the request insofar as it requires him to identify all the calls made over many years from his clients who were in custody and provide specific information regarding each call. This request is unduly burdensome. Attorney Shedd also objects to the request that he identify the parties to the calls as a violation of attorney-client privilege.

Without waiving this objection, Attorney Shedd states that he has bills of the calls made by his clients in DOC custody in 2014. Bills from prior years should be in the possession of GTL. He receives about ten (10) calls a month from prisoners. They always call him using collect calls. On rare occasions he has had prisoners make prepaid calls to him. Since 2000 he has received calls from clients at Bridgewater State Hospital, MCI-Cedar Junction, MCI-Concord, MCI-Framingham, the Massachusetts Alcohol & Substance Abuse Center, the Massachusetts Treatment Center, MCI-Norfolk, NCCI-Northeastern Correctional Center, Old Colony Correctional Center, Pondville Correctional Center, Shattuck Hospital, MCI-Shirley and Souza-Baranowski Correctional Center. He often has to raise the volume on his phone to understand what the inmate is saying. On occasion that has not been adequate to enable him and the inmate to understand each other, and the inmate had to move from one phone to another to obtain a connection of adequate quality. Once or twice there was crosstalk on the line.

DTC - GTL 1-3:

For each telephone call identified in response to DTC-GTL 1-2 that you allege was of poor quality, identify the alleged quality issues(s) and the cause(s) of the alleged quality issue(s), explain how you determined the cause(s) of the issue(s), and if you placed the call from a correctional facility, describe the telephone equipment you used to place the call, and whether the telephone service provider was contacted about the issue, the date and time of such contact, and all documents supporting such contact.

Response:

Attorney Shedd objects to the request insofar as it requires him to identify and describe each call of poor quality over many years. This request is unduly burdensome.

Without waiving this objection, see the response to question 1-2. Attorney Shedd has never contacted the service provider about problems with call quality.

DTC - GTL 1-4:

For Petitioners who are lawyers, law firms or otherwise provide legal services and that claim they have declined to accept calls placed from Massachusetts correctional facilities, or have limited the acceptance of such calls in any way, identify by date and time each instance in which an incoming call was declined and the individual attempting to place the call, and produce all documents relating to such calls and all any policies or procedures relating to accepting, declining or limiting calls placed from Massachusetts correctional facilities.

Response:

Attorney Shedd objects to the request insofar as it requires him to identify by date and time each instance in which an incoming call was declined. This request is unduly burdensome.

Without waiving this objection, Attorney Shedd states that he does not have such policies. Generally he takes any calls when he is in his office and not on another call. He has one prisoner he has restricted to one call per week and he rejects calls in excess of that.

DTC - GTL 1-5:

Identify each Petitioner that has used a prepaid calling card to place or receive a telephone call from a Massachusetts correctional facility and produce all documents relating to such prepaid calling cards or their use, including the PINs associated with those cards or other prepaid card activation and use records.

Response:

This does not apply to Attorney Shedd.

DTC - GTL 1-6:

Produce all documents relating to per-call surcharges and/or tariffed service or other fees assessed by telephone service providers serving any Massachusetts correctional facility.

Response:

Please see bills attached.

DTC - GTL 1-7:

Produce all documents that were used or relied upon in relation to creating the chart attached as Appendix II to the Petition in this proceeding, dated August 31, 2009, including all working drafts of Appendix II, and identify all individuals who were involved in the creation of that chart, and describe the methodology used to create such chart.

Response:

This request does not apply to Attorney Shedd, who did not participate in creating the chart attached as Appendix II to the Petition.

DTC - GTL 1-8:

Produce all documents that were used, or relied upon, to create Appendix III to the Petition in this proceeding, dated August 31, 2009, including all working drafts of Appendix III, and identify all individuals who were involved in the creation of Appendix III.

Response:

This request does not apply to Attorney Shedd, who did not participate in creating the chart attached as Appendix III to the Petition.

DTC - GTL 1-9:

Produce all documents that were used, or relied upon, to creating the chart attached as Appendix IV to the Petition in this proceeding, dated August 31, 2009, including all working drafts of Appendix IV, and identify all individuals who were involved in the creation of that chart, and describe the methodology used to create such chart.

Response:

This request does not apply to Attorney Shedd, who did not participate in creating the chart attached as Appendix IV to the Petition.

DTC - GTL 1-10:

Produce all documents that were used, or relied upon, in relation to creating Appendix V to the Petition in this proceeding, dated August 31, 2009, including all working drafts of Appendix V, and identify all individuals who were involved in the creation of Appendix V.

Response:

This request does not apply to Attorney Shedd, who did not participate in creating the chart attached as Appendix V to the Petition.

DTC - GTL 1-11:

Produce all documents that were used, or relied upon, in relation to creating the chart attached as Appendix VI to the Petition in this proceeding, dated August 31, 2009, including all working drafts of Appendix VI, and identify all individuals who were involved in the creation of that chart, and describe the methodology used to create such chart.

Response:

This request does not apply to Attorney Dennis Shedd, who did not participate in creating the chart attached as Appendix VI to the Petition.

DTC - GTL 1-12:

State whether you allege that the telephone rates for in-state and local calls charged by telephone service providers serving Massachusetts correctional facilities violate the Order on Payphone Barriers to Entry & Exit, and OSP Rate Cap issued on or about April 17, 1998 by the Massachusetts Department of Telecommunications and Energy, which was the predecessor agency to the Massachusetts Department of Telecommunications and Cable (the "1998 Order") or any other Massachusetts law or regulation. If your answer is yes to any portion of this request, explain in detail which rates you allege violate the 1998 Order, other law or regulation and how those rates violate the 1998 Order, law or regulation.

Response:

The Petitioners object to this request as calling for a legal conclusion.

Without waiving this objection, Attorney Shedd defers to Petitioner Prisoners' Legal Services' response to GTL 1-12.

DTC - GTL 1-13:

Produce all documents reflecting all correspondence or communications you have had with a telephone service provider regarding any of the allegations in the Petition in this

proceeding, including in its Amendments, including all billing records, requests for information relating to billing, and complaints regarding quality of service.

Response:

Aside from the bills produced with this response, Attorney Shedd has no responsive documents in his possession.

DTC - GTL 1-14:

For each Petitioner that submitted an affidavit in this proceeding, identify all statements included in your affidavit that have changed since the time you signed your affidavit or were incorrect at the time of signing and provide a statement in response to this request updating and/or correcting your affidavit.

Response:

Attorney Shedd states that he stands by his Affidavit. The quality of the calls is poor.

DTC - GTL 1-15:

For each Petitioner that did not submit an affidavit in this proceeding, provide a statement in response to this request explaining why you did not submit an affidavit and detailing all issues that you allege support your inclusion as a Petitioner.

Response:

This does not apply to Attorney Shedd.

DTC - GTL 1-16:

Produce all documents relating to communications with Global Tel*Link or its predecessor relating to any allegations of quality of service or billing issues in relation to telephone calls placed from any Massachusetts correctional facility. If you have no such documents, please state that in writing.

Response:

Attorney Shedd has no responsive documents in his possession.

DTC - GTL 1-17:

Produce all documents relating to any communications you have had with the Department of Telecommunications and Cable, any Massachusetts correctional facility, any other federal, state, county or local agency or official, including the Federal Communications Commission, relating to telephone calls placed by prisoners or inmates at correctional facilities.

Response:

Attorney Shedd has no responsive documents in his possession.

DTC - GTL 1-1:

Identify every Petitioner in this action. For each Petitioner that is an entity, provide its physical address, mailing address if different from its physical address, telephone number, and a list of all officers and directors or partners and their titles since January 1, 1998. For each Petitioner who is a natural person, provide that individual's mailing address(es), place(s) of business, telephone number, and any aliases or other names that person has used since January 1, 1998.

Response:

Attorney Joshua Werner's offices are located at;
944 Washington Street, Suite 2, South Easton MA 02375
Phone: 508-238-4383
He has used no aliases.

DTC - GTL 1-2:

For each telephone call that you received from, or placed as, a prisoner or inmate in a Massachusetts correctional facility since January 1, 1998, identify the name of the facility from which the call was placed, the parties to the call, the date and time of the call, the duration of the call, the amount charged for the call, whether the telephone call was placed using a prepaid calling card or as a collect call, the telephone service provider used, and all issues, if any, that you allege affected the quality of the call. Produce all documents, including any billing records or PINs relating to each such call.

Response:

Attorney Werner objects to the request insofar as it requires him to identify each call made by his clients over the years while they were in custody and provide specific information regarding each call. This request is unduly burdensome. Attorney Werner also objects to the request that he identify the parties to the calls as a violation of attorney-client privilege.

Without waiving this objection, Attorney Werner attaches the billing records in his possession.

DTC - GTL 1-3:

For each telephone call identified in response to DTC-GTL 1-2 that you allege was of poor quality, identify the alleged quality issues(s) and the cause(s) of the alleged quality issue(s), explain how you determined the cause(s) of the issue(s), and if you placed the call from a correctional facility, describe the telephone equipment you used to place the call, and whether the telephone service provider was contacted about the issue, the date and time of such contact, and all documents supporting such contact.

Response:

Attorney Werner objects to the request insofar as it requires him to identify and describe each call of poor quality during his interview with his clients. This request is unduly burdensome.

Without waiving this objection, Attorney Werner has no responsive documents in his possession.

DTC - GTL 1-4:

For Petitioners who are lawyers, law firms or otherwise provide legal services and that claim they have declined to accept calls placed from Massachusetts correctional facilities, or have limited the acceptance of such calls in any way, identify by date and time each instance in which an incoming call was declined and the individual attempting to place the call, and produce all documents relating to such calls and all any policies or procedures relating to accepting, declining or limiting calls placed from Massachusetts correctional facilities.

Response:

Attorney Werner objects to the request insofar as it requires him to identify by date and time each instance in which an incoming call was declined. This request is unduly burdensome.

Without waiving this objection, Attorney Werner has no policy relating to accepting, declining or limiting calls and has no responsive documents in his possession.

DTC - GTL 1-5:

Identify each Petitioner that has used a prepaid calling card to place or receive a telephone call from a Massachusetts correctional facility and produce all documents relating to such prepaid calling cards or their use, including the PINs associated with those cards or other prepaid card activation and use records.

Response:

This does not apply to Attorney Werner.

DTC - GTL 1-6:

Produce all documents relating to per-call surcharges and/or tariffed service or other fees assessed by telephone service providers serving any Massachusetts correctional facility.

Response:

Other than bills, Attorney Werner has no responsive documents in his possession.

DTC - GTL 1-7:

Produce all documents that were used or relied upon in relation to creating the chart attached as Appendix II to the Petition in this proceeding, dated August 31, 2009, including all working drafts of Appendix II, and identify all individuals who were involved in the creation of that chart, and describe the methodology used to create such chart.

Response:

This request does not apply to Attorney Werner, who did not participate in creating the chart attached as Appendix II to the Petition.

DTC - GTL 1-8:

Produce all documents that were used, or relied upon, to create Appendix III to the Petition in this proceeding, dated August 31, 2009, including all working drafts of Appendix III, and identify all individuals who were involved in the creation of Appendix III.

Response:

This request does not apply to Attorney Werner, who did not participate in creating the chart attached as Appendix III to the Petition.

DTC - GTL 1-9:

Produce all documents that were used, or relied upon, to creating the chart attached as Appendix IV to the Petition in this proceeding, dated August 31, 2009, including all working drafts of Appendix IV, and identify all individuals who were involved in the creation of that chart, and describe the methodology used to create such chart.

Response:

This request does not apply to Attorney Werner, who did not participate in creating the chart attached as Appendix IV to the Petition.

DTC - GTL 1-10:

Produce all documents that were used, or relied upon, in relation to creating Appendix V to the Petition in this proceeding, dated August 31, 2009, including all working drafts of Appendix V, and identify all individuals who were involved in the creation of Appendix V.

Response:

This request does not apply to Attorney Werner, who did not participate in creating the chart attached as Appendix V to the Petition.

DTC - GTL 1-11:

Produce all documents that were used, or relied upon, in relation to creating the chart attached as Appendix VI to the Petition in this proceeding, dated August 31, 2009, including all working drafts of Appendix VI, and identify all individuals who were involved in the creation of that chart, and describe the methodology used to create such chart.

Response:

This request does not apply to Attorney Werner, who did not participate in creating the chart attached as Appendix VI to the Petition.

DTC - GTL 1-12:

State whether you allege that the telephone rates for in-state and local calls charged by telephone service providers serving Massachusetts correctional facilities violate the Order on Payphone Barriers to Entry & Exit, and OSP Rate Cap issued on or about April 17, 1998 by the Massachusetts Department of Telecommunications and Energy, which was the predecessor agency to the Massachusetts Department of Telecommunications and Cable (the "1998 Order") or any other Massachusetts law or regulation. If your answer is yes to any portion of this request, explain in detail which rates you allege violate the 1998 Order, other law or regulation and how those rates violate the 1998 Order, law or regulation.

Response:

The Petitioners object to this request as calling for a legal conclusion.

Without waiving this objection, the Petitioners state that this request does not apply to Attorney Werner, who is not acting as counsel in this case and has no opinion on this question.

DTC - GTL 1-13:

Produce all documents reflecting all correspondence or communications you have had with a telephone service provider regarding any of the allegations in the Petition in this proceeding, including in its Amendments, including all billing records, requests for information relating to billing, and complaints regarding quality of service.

Response:

Mr. Werner has no responsive documents in his possession.

DTC - GTL 1-14:

For each Petitioner that submitted an affidavit in this proceeding, identify all statements included in your affidavit that have changed since the time you signed your affidavit or were

incorrect at the time of signing and provide a statement in response to this request updating and/or correcting your affidavit.

Response:

Mr. Werner did not submit an affidavit in this proceeding.

DTC - GTL 1-15:

For each Petitioner that did not submit an affidavit in this proceeding, provide a statement in response to this request explaining why you did not submit an affidavit and detailing all issues that you allege support your inclusion as a Petitioner.

Response:

Mr. Werner was not asked to submit an affidavit in this proceeding. He has been subject to the high rates, billing problems, dropped calls, call quality, and other problems complained of in the Petition and fully supports the Petition.

DTC - GTL 1-16:

Produce all documents relating to communications with Global Tel*Link or its predecessor relating to any allegations of quality of service or billing issues in relation to telephone calls placed from any Massachusetts correctional facility. If you have no such documents, please state that in writing.

Response:

Mr. Werner has no responsive documents in his possession.

DTC - GTL 1-17:

Produce all documents relating to any communications you have had with the Department of Telecommunications and Cable, any Massachusetts correctional facility, any other federal, state, county or local agency or official, including the Federal Communications Commission, relating to telephone calls placed by prisoners or inmates at correctional facilities.

Response:

Mr. Werner has no responsive documents in his possession.