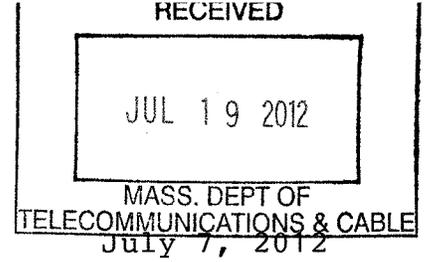


Brian Davis W84506  
P.O. Box 43  
Norfolk, MA 02056



Dear Department of Telecommunications and Cable,

My name is Brian Davis and I am writing to give my comments on the inmate phone system here at MCI-NORFOLK. Serviced by Global Tel Link.

My family and friends live in Western Massachusetts. Talking to them is very important because it is a few hours drive to this facility. The phone is the easiest way to stay in touch with my loved ones. Unfortunately the current rates of (GTL) makes this difficult because my financial situation is limited, like many here. I have to make tough decisions to buy cosmetics or to call home and check up on my family. On many weeks I spend my entire paycheck on the phone system, but this only provides me 2 calls. Inmates don't make a lot of money but G.T.L. charges as if we did.

My second complaint is that G.T.L. takes no responsibility on the quality of their phone service, even after I filed complaints to them they have never admitted any error in their system and never have refunded me on calls where I was disconnected or over billed. I even got a response on one of my complaints that I was disconnected because I was calling a cell phone, and it was the cell phone carrier who disconnected the call. The problem was it was not a cell phone. It was a landline that I was calling. They make any and all excuses to avoid accepting the blame and offering a refund. I have also filed complaints about the systems recordings stutter & pause to the point where my callers think they have been disconnected and would hang up. Then there have been days where the system is just not working at all, all day. Another frequent message is that "all circuits are busy".

The third issue is GTL's system manipulates me and others out of money. One occasion I had 3 dollars and 50 cents. I planned to make one 20 minute call. That would cost like 2.25 on a 20 min. call. Instead I made my phone call and five minutes into the call it tells me I have 60 seconds remaining on my call.

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GTL's phone system made me use up that little bit of money, most of was the first minute fee. Then it let me call back and make my full 20 minute phone call. Money that even though is only about a dollar, would of been unused and saved toward my future balance. These small manipulations add up and make GTL money that should never been spent.

The last issue is, the system taking 24-48 hours to update my pre-paid account balance after a phone call was made. This having you make more calls than anticipated because of thinking the account balance is more than it really is.

I have been incarcerated for eight years now, and the phone system keeps getting worse here at MCI-Norfolk. With the outrageous rates we are charged per call you would think the phone service would at least be high quality but it's not. I would like to see two things happen ASAP.

1.) A major upgrade or overhaul of the system to fix these errors I have included in this letter and 2.) a major reduction in the price of calls. In the world of unlimited calling a 20 minute phone call for two + dollars is just crazy.

Thank you for your help in this matter. Please feel free to contact me.

Sincerely,

A handwritten signature in black ink, appearing to read 'Brian Davis', written in a cursive style.

Brian Davis W84506