RECEIVED
JUL 19 2012
MASS. DEPT OF
TELECOMMUNICATIONS & CABLE

JUN 26 2012

6/23/12

D.T.C. Hearing Panel:

I have spent the last 23+ years incarcerated in various Massachusetts State Prisons.

The majority of interactions I have with family and friends in the community is done by telephone through the service provided by Global Tel Link (GTL).

More often than not, I find myself unable to reach out to a family member or loved one when I'd like to for several reasons.

Whereas GTL for all intents and purposes maintains a monopoly on the State Prison phone system and they are locked in by contract, I find that we as prisoners are treated much differently by them than say a regular phone service provider would treat a private citizen client. For example, there are 9 phones in the block where I am currently house. Never do more than 5 of them work properly. Service on broken phones takes far too long and there are often lines just to use a phone. The connections are never good, you can almost always hear loud static crackling through the phone lines. G.T.L. has designed their system to terminate calls whenever a computer believes it detects some usage of a "custom calling feature", ie, call waiting or 3 way calling. The problem, often, the static on the line registers as usage of a custom calling feature and the call gets terminated meaning the prisoner must then call back and be subjected to another connection fee of I believe 78 cents. So, if this happens once or twice in a call, the total cost of the call increases significantly.

Prisoners in the Massachusetts Prison system often come from impoverished families and many use only their own prison wages to set up pre-paid accounts in order to speak with said families. Prisoners earn generally $.50 - $1.50 p/day for 5 day workweeks. A prisoner earning a maximum pay

scale wage, if he uses the entire payment on phone calls and none on things like cosmetics, postage and/or snacks, still can only make 3 phone calls of 20 minutes in length each weekdue to the unnecessarily high costs of these calls.

I guess my question, if I had only one to ask would be, why does the Department of Correction get a "kick-back" for allowing a private, for profit monopolistic company to operate in it's prisons.

Thank you for reviewing the above.

Sincerely

Bobby Grady W-49504
30 Administration Rd.
Bridgewater, MA. 02324-3230

6/23/12

Hi Bonnie,

I hope you're well. I just finished a couple of articles for the October issue of the Guild Newsletter. Let me know your thoughts if you get a chance.

I've enclosed a letter to the D.T.C. I'd ask that you please see that it is properly filed with them.

Thank you for your work on this project and for all else that you do on behalf of Massachusetts prisoners.

Sincerely,

Bobby Grady