June 30, 2012

Prisoner's Legal Services
10 Winthrop Sq., 3rd fl.
Boston, Mass. 02110

RECEIVED
JUL 19 2012
MASS. DEPT OF
TELECOMMUNICATIONS & CABLE

Attn: Alphonse Kamanzi
Re: Global Tel Link

Because my husband is disabled and unable to visit me at the South Middlesex Correctional Center, phone contact is especially important to me. Global Tel Link is a terrible service! Half of the time he cannot hear me unless I yell; seven out of ten conversations of mine have been terminated for "doing a three-way" which we have never contemplated. When I complain to the Institution I am told it is bad reception on his part because I am calling a cell phone. Does everyone's cellphone have bad reception because this happens frequently?! Every disconnect costs me an additional 75 cents or so. If you can help with these problems, it will be greatly appreciated.

Sincerely,

Charlotte Boehm
F80778
Rm. 201A