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JUL 19 2012
MASS. DEPT OF
TELECOMMUNICATIONS & CABLE

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To whom it may concern,

I am writing in regards to the amount charged for inmates to use the phone. I believe it is too costly and can be made cheaper. It places a burden on my family as well as others in order to simply keep a line of communication open. Especially since most of us are doing extended amounts of time. There are also other states that have phone services as much as 60% cheaper than the provider we have now. I hope this matter can be resolved by replacing our current provider with one that understands our condition and the fact that we are not generating income to be able to afford high rates. I appreciate you taking the time to read this and hope that action will soon be taken regarding this matter.

Sincerely,

Daniel Soltren