

Damien Spencer, # W97392

JUL 12 2012

M.C.I. Shirley (Medium)

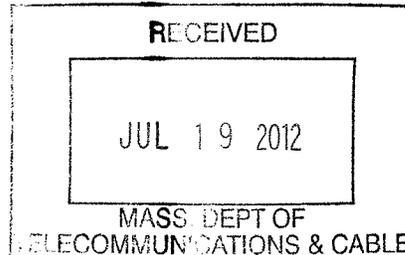
P.O. Box 1218

Shirley, MA 01464

Prisoners' Legal Services'  
10 Winthrop Square, 3rd Floor  
Boston, MA 02110

July 9, 2012

RE: D.T.C. HEARING



Dear P.L.S:

Please be advised that I am a prisoner at M.C.I. Shirley Medium who would like to comment on the poor quality of the phone service, i.e. 'Global Tel Link.' I continuously have to redial my numbers as a result of my phone call being terminated for no apparent reason. During most of my phone calls there is a recording that interrupts and says: "This call may be subject to monitoring or recording."

This particular recording occurs atleast (4) four times during a phone call. In order to avoid it, I am required to wait on a certain phone which does not contain said recording, which has been very inconvenient to myself and other inmates in my block. Also, there are times when the telephones will not allow me to call out. After dialing my number, the operator will continue saying: "Please Hold."

This has happened on numerous occasions and is very frustrating. It has taken me almost a half hour to get through to my loved ones. Despite these inconveniences, I am still charged a fee to re-connect and speak to my family and friends, and not reimbursed for the failures of the phone system. I hope that this letter will provide some support in the push for a better service. Thank you for your courtesy and attention in this regard, I am,

Very Truly Yours,

*Damien Spencer*  
Damien Spencer

Cc: File