

Department of Telecommunication and Cable (DTC)  
1000 Washington St., Hearing Room E  
Boston, MA. 02108

Date: *06.25.2012*

Re: Prison telephone Rates and Quality of Service

D.T.C.:

I am currently a prisoner incarcerated at MCI-Norfolk. My telephone provider is Global Tel Link (GTL).

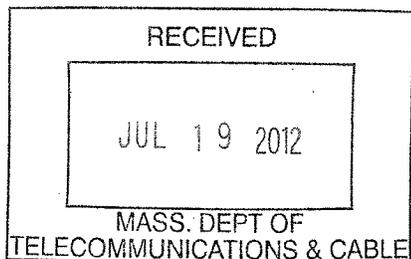
The phone service here is important to me because members in my family are elderly and/or are from a far distance away. We therefore communicate by phone.

Being in this environment can become overwhelming. Having strong family ties makes it easier to cope with prison life in general and will assist me with being reintegrated into society.

Some of the problems that I have encountered with my phone provider are:

- \*Dropped calls,
- \*No response from the customer service department,
- \*The inability of the other party to properly accept the calls from here.
- \*The phone breaking up (Can hear the other person in and out).

Thank you.



Sincerely,

*Gordon Chavez*  
*Gordon Chavez*

MCI-Norfolk  
P.O. BOX 43  
Norfolk, MA. 02056