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JUL 12 2012

July 3, 2012

Department of Telecommunications and Cable  
100 Washington Street, Suite: 820, Hearing Room: E  
Boston, Massachusetts  
02118-6500 Via  
Prisoners' Legal Services, Inc.

Re: D.T.C. 11-16 Petition Challenging Prison Telephone Rates and Quality of Service in Massachusetts.

Dear D.T.C.:

Our son is incarcerated at Shirley Medium State Prison in Shirley, Massachusetts, and telephone service at this facility is provided by Global Tel Link.

We are elderly and retired. We have health issues and the distance to visit our son is too much, therefore our only means of communication are via telephone.

We live on a limited income and do the best we can to provide funds to our son so that he can make telephone calls home, however, due to the high cost of a 20 minute telephone call [approximately \$2.70], our communication is extremely limited. It is very important for all of us to keep the lines of communications open to keep a family bond. Also, our son is challenged with a terminal illness and it is important for all of us to be able to stay well informed of each of our health conditions and issues.

Beside the high cost of telephone calls, we have experienced poor quality connections, at other times we could hear our son but he could not hear us and vice-versa. We have experienced dropped calls, and that is an increased expense because the largest portion of the call is to connect for the first minute. Further, at least three times per call an over-riding and intrusive telephone recording states "this call is from a Massachusetts Correctional Facility". We are well aware that our son is incarcerated and do not need this over-riding and intrusive recording to interrupt our conversation that we are paying for.

With the above being said, we respectfully request that you allow the above stated Petition to be heard, and not dismiss said petition.

Yours Truly,

Henrique Nunes  
Henrique Nunes

&

Joyceann Nunes  
Joyceann Nunes