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

Today's Date: 6-25-12

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 is important to me because it is one of the way I still communicate with my family.

Some of the problems that I am encountering with the GTL service is:

* Dropped calls.
* No response from the customer service department.
* The inability of the called party to properly accept the calls from here.
* Communication on the phone sometimes breaks up.
* If money is placed on the phone by inmates, when we call and can not get through and attempt to recall sometimes the system states that we have a lower amount or none at all. We than have to wait for an hour or so until the system resets it self.

Thank you.

Sincerely, Jamal H. Spencer
Jamal H. Spencer

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

RECEIVED
JUL 19 2012
MASS. DEPT OF
TELECOMMUNICATIONS & CABLE