



Alphonse Kamanzi <akamanzi@plsma.org>

prison phone service -
1 message

Kathie Dawe <kdiver711@comcast.net>
To: akamanzi@plsma.org

Mon, Jun 25, 2012 at 2:16 PM

Dear A-Kamanzi: / Prisoners Legal Services:

I currently have a loved one, my son, (W98047), serving a five year sentence at DoC in Norfolk MA. In the times of tough economy, hardships and unemployment, I have been hit (as other citizens & tax payers) very hard the past few years. My husband lost his job in October 2010 (still unemployed) causing our income to decrease by 2/3rds, and now in my late 50's living off of my salary only.

Then in February 2011 my son was sentenced to a Mandatory Minimum of five years because of his drug addiction problem. Since then, not only has my household income decreased substantially, but my expenses have actually gone up. I am now adding incremental monthly costs to help my son with his Prison Canteen Funds to augment more healthy/better foods, and then putting another \$50/month on phone plan with Global Tel. I am tapping into my personal savings/retirement account to accommodate each month for costs beyond my pay. Visiting is limited to once a week, as it is a 135 mile round trip for me to visit. Plus with each visit comes the added cost of another \$25.00 in gas costs. This past Wed it took me 2.5 hours to drive in heavy traffic to DoC, had a 1 hour visit, and 1.5 hour return drive.

To make matters worse, when phone calls come through, quite often we've had lousy connections, or have even been disconnected, resulting in him calling back, and each call back then results in another 'connection' fee. Last year I even took on a contract with a middleman organization- Conscallhome.com - thinking this might make the calls less costly and a bit better quality. However, it did the opposite. Although I was given a separate VoIP number for him to use, those calls had even more dropped calls, and added to the new "SPAM" telemarketers calling me on yet another phone number. So, I cancelled the Concallhome contract in May, and work directly through GlobalTel only now. Yet, still encounter sub par quality of service.

In today's technological advancement, I, personally, find the cost of these

phone calls to be outrageous. It comes out to MORE, minute per minute than my monthly CELL phone contract with VZW.

I would ask that quality of service to increase, while costs are limited and more contained.

Kind Regards,
Kathleen A. Dawe
Gloucester, MA

