06-20-12,

To whom it may concern this is in regards to the on going increase in the phone rates. which is really putting seperation between the communication of my family and me. I am indigent make 3.75 a week and when I try to put money on the phone. it takes $72.5 just to accept the call. and I only get 20 mins. it used to be 30 mins. I know their used to be alot of things beneficial for everybody. but it's becoming a problem where it makes it hard for me to contact my family. not to mention sometimes theres drills or codes and my call gets terminated and I can't get that money back.

Please consider the harm this is doing to not only myself but the rest of other people. who would like some form of communication with their family

Respectfully Submitted
Kyon James
Kyon James # W92694

RECEIVED
JUL 19 2012
MASS. DEPT OF
TELECOMMUNICATIONS & CABLE