June, 28
2012

To: Norfolk Inmate Council
MCI Norfolk
2 Clark St
Norfolk Ma 02056

RECEIVED
JUL 19 2012
MASS. DEPT OF
TELECOMMUNICATIONS & CABLE

From Mr. Michael E Kelley
W57110 Unit 3-1 323

Subj: Phone issue,

Dear Council Members,

I write this letter as a formal means of lodging a complaint, The recording system of the phone system is completely inept it starts and stops and the auto mate process frustrates all parties involved in the phone calls, also it drops calls in mid stream requiring redial, and being charged again with the set up charge. these issues should be addressed

Sincerely
Michael E. Kelley
W57110