RECEIVED
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MASS. DEPT OF
TELECOMMUNICATIONS & CABLE

6-26-12

To Whom It May Concern,

My name is Mwase' Potts & I am incarcerated at MCI-Norfolk. I do not get many visits from my family members due to the financial adversities that plague us in this economy. Therefor our means of communication is held to the phone & mail.

My mother enjoys hearing my voice as I do hers. But there are multiple road blocks that hinder our communication. The phone system charges us on average over 10 cents a minute for a call that will be constantly interrupted by an automated voice, dropped or inaudibly sound. Twenty dollars does not even get us ten full calls.

Given the economy & the inadequacies of the phone system it is not logically sound to charge as much as is being charged. Moreso, when we do call we would like a more technologically responsible system.

If the motive of the phone system is to seperate & make life more difficult for prisoners & their families then I can understand why things will not change. But if there is a motive to connect famalies & lessen the burden of an already difficult life... then there is no excuse for not changing.

Respectfully Submitted,

x

Mwase' Potts