June 28, 2012

To Whom it May Concern:
Re: Prison Phone Service
Provider: Global Tel Link.

RECEIVED
JUL 19 2012
MASS. DEPT OF
TELECOMMUNICATIONS & CABLE

I am writing this letter in regards to the costly and ineffective service provided by Global Tel Link on behalf of South Middlesex Correctional Center in Framinghan, a womens pre-release/minimum.

First and foremost the average call pre-paid on an inmates end costs $2.15 its .75¢ to accept a call then 15¢ for each additional minute and that rate only applies to pre-paid calls activated through inmate accounts. If our family or friends add money through their debit cards its in increments of $25, $50 and $100- with a surcharge of $3-$10 depending on how much your loading onto the phone and the acceptance is still 75¢ but the cost per minute increases. So on average its about $75 a month to talk to your son, dad, daughter or mother once a day if that for the month which is insane. The Connection is also awful you can hardly hear and the calls are often disconnected for no reason at all and you aren't refunded. Prison is hard enough being seperated physically from your family is strenuous enough, so if making phone calls is all we have why not make it affordable so that inmates can have the comfort of staying and maintaining a bond with their families

and friends. Its all we have. There are all kinds of Unlimited phone plans available and the vast majority of calls being made are within mass so why is the cost so excruciating, where is the logic in this especially when pay phones dont even exist! Who is the Genius absconding the profits from the extensive phone rates and its about time the justice system steps in and takes a look at whats really going on its a Gold mine.
Thank you for your time & Consideration on this matter.

Sincerely
Lil Parker