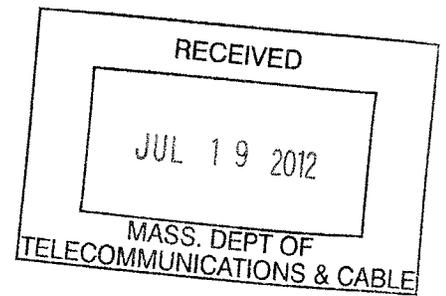


Department of Telecommunications and Cable (DTC)  
1000 Washington St. Hearing Room E  
Boston, MA. 02108



Today's Date: *6/20/12*

Re: Prison telephone Rates and Quality of service

D.T.C.:

I am currently a prisoner incarcerated at MCI-Norfolk.

My telephone provider is Global Tel Link (GTL).

The phone service is important to me because it is one of the ways I still communicate with my family.

Some of the problems that I am encountering with the GTL service is:

- \* Dropped calls.
- \* No response form Customer Service.
- \* The inability of the called party to properly accept the calls from here at times.
- \* Communication on the phone sometimes breaks up.
- \* If money is placed on the phone by inmates, when we call and can not get through and attempt to recall, sometimes the system states that we have a lower amount or none at all. We than have to wait for an hour or so until the system resets itself. *Prices are also high.*

Thank you.

Sincerely, *Pedro Cruz (23)*  
*Pedro Cruz WAF5480*  
MCI-Norfolk  
P.O. BOX 43  
Norfolk, MA. 02056