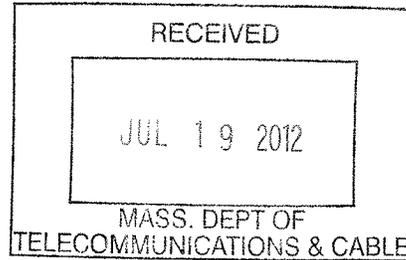


JUL 16 2012

July 11, 2012

Prisoner's Legal Services
10 Winthrop Square, 3rd Floor
Boston, MA 02110

Re: Global Tel Link



To whom it may concern,

I am incarcerated in MCI Norfolk and the current provider of phone services is Global Tel Link. I currently use the service three to four times a week as a means of communication with family and friends.

Since the inception the current phone system has been a burden financially on family members and those that we are in contact with. Prior to this I was calling my sister out of state on a weekly basis. The collect calls were initially around \$18.00, on a prepaid basis that included a surcharge of \$9.00 for \$50.00. That surcharge is still in place for prepaid plans. Prepaid from the institution for out-of -state calls are now around \$2.80 for twenty minutes.

The problems with the phone system are ongoing; poor connections with static, problems hearing on both ends of the call and disconnections are a problem. One of the most annoying aspects of the system is the delay during the recording to place the call. There are pauses in the recording and the recording itself will run up to 55 seconds. These problems are ongoing and there are many complaints filed at the institutional level - they persist and remain ignored by Global Tel Link.

Sincerely,

Paul Robinson

Paul Robinson, W32341
MCI Norfolk
P.O. Box 43
Norfolk, MA 02056