RECEIVED
JUL 19 2012
MASS. DEPT OF
TELECOMMUNICATIONS & CABLE

Dear P.L.S.,

My name is Philip Shaheen. I am an inmate currently residing at MCI-Norfolk. The phone service and rates are terrible.

When I make a call, the person answering often has to hang up due to the fact that the recording does not start or it breaks up with long pauses. And when a call is excepted, one end can't hear the other.

The rates are to high and the only way to make a call is pre-paid through G.T.L., This company charges an initial fee for a call to be excepted, then the call doesn't get through because of the numerous problems causing me to call again and have that charged fee applied once more.

I would deeply appreciate any help you could do with this issue.

Thank You,

Philip Shaheen

6.28.12

Philip Shaheen