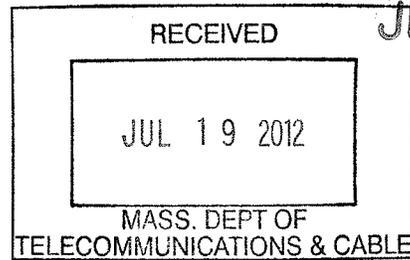


TO: PRISONER LEGAL SERVICES
10 WINTHROP SQ. 3RD FLOOR
BOSTON, MA 02110

FR: SHAKA DYETTE #A119066
MCI-SHIRLEY
P.O. BOX 1218
SHIRLEY, MA 01464



DATE: JULY 9, 2012

RE: DEPARTMENT OF TELECOMMUNICATIONS & CABLE

Dear "PLS";

Greetings, this letter is in reference to a comment and complaint I would like to make on "GTL" & "Evercom" with the call rates. Me being incarcerated, the phones are seriously vital when I need to touch base with the outside world. Me being able to contact my attorney, family, and loved ones without over spending funds that's a necessity, is something that most prisoners contemplate on.

For all the years I spent in prison off & on, my family & I have spent a lot of money on seting up an account for usage of the phone. Due to that, I feel as though my family & prisoners like myself are paying a little bit too much money just to be able to communicate with the outside world. I believe if I'm going to be spending a lot of money to communicate on the phone, I should be entitled to cheaper sales on seting up an account with "GTL" or "Evercom".

If the call rates continue to be expensive, I believe the time limit with communicating on the phone should be, at least, increased. Just for pre-paid services alone, I spend about \$200 to \$250 dollars a month. I only use the phone twice a day and due to that, that's why I tend to over spend money on the phone. Right along with that, everytime I decide to add funds to the phone with the pre-paid service, before I know it; the funds I added are almost gone. That's why I believe the call rates for "GTL" are too expensive and should be decreased.

Also, the quality of the service with the phones isn't worth the excess amount of money I spend on it. The quality of the phone service tends to be poor. There are times when I'm on the phone, whoever I'm talking to aren't able to hear or speak due to bad reception or service. So as a prisoner, I believe the money I'm spending on the phone should be invested in a better phone service that's more affordable & guarantee quality. So with that, I appreciate your time on reading my opinion & input as a prisoner that's concerned about our difficulties with the opportunity for us to be able to communicate on the phone.

THANK YOU!

SINCERELY,
Shaka Dyette