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JUL 19 2012
MASS. DEPT OF
TELECOMMUNICATIONS & CABLE

To whom it may concern:

My name is Stephen Gruning. I am currently incarcerated at MCI Norfolk. I am serving a life sentence and one of my main means of communication with my family has been by telephone. I have a very large family and in order to attempt to form some kind of basic relationship with my neices and nephews the telephone is my main attribute.

Over the last two - three years, especially, it has become increasingly more difficult to maintain those types of relationships. The phone system we are currently being provided with is extremely poor and unreliable to say the least. The quality of service GTL has provided can only be described as horrid, and atrocious. I have been in full conversations with many family members and been completely cut off. I have had numerous dropped calls and conversations that neither party can hear each other. This happens more often than not.

I can only use a pre-paid call card due to other services on the street not allowing collect calls to be made to most of my pin numbers. I wouldn't mind if $10.00 would get me more than (4) calls.

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My deepest concern is eventually not being able, financially or physically, to contact my family. If this poor quality service continues, that is what I will be facing. I love my family, and they love me, no matter what. I want the ability to tell them that more than once a month. That is all I can afford right now.

Please help me continue my relationships with the people who deserve it the most.

Thank you for your time and dedication to this most important matter.

Sincerely,

Stephen J Guriz
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2 Clark St
Norfolk, Ma. 02056