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JUL 19 2012
MASS. DEPT OF
TELECOMMUNICATIONS & CABLE

#W-83168
MCI Norfolk
PO BOX 43
Norfolk, MA 02056

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

Date: 1 July 2012

RE: prison telephone rates and quality of service

D.T.C

My name is Santana Samuel. I am currently incarcerated at MCI Norfolk. The telephone provider here is Global Tel Link (G.T.L).

This letter is intended to inform your department of G.T.L's poor quality and service. I am serving a prison sentence and the most basic means of communication with my family is by the telephone. My family puts money on the phone when they can but the oppressive rates are a heavy burden to maintain.

Moreover, when I do manage to utilize G.T.L's services the quality of connection is very poor and often times is a blatant waste of money. For instance, calls are routinely prematurely dropped and neither party can hear each other. In the harsh financial times every dollar matters.

I ask that you please consider the facts. The customers of Global Tel Link are dissatisfied with their services and request fair and adequate treatment.

Thank you for your consideration in this matter.

Sincerely,

S.S.