6/19/20

TO WHOM IT MAY CONCERN:

I AM PRISONER THAO KAO, W93105, AT MCI NORFOLK. I WRITE AT THIS TIME TO INFORM YOU THAT BY RAISING THE PHONE FEES, IT WILL CERTAINLY AFFECT MY ABILITY TO COMMUNICATE WITH MY FAMILY. I CANNOT WRITE MY FAMILY BECAUSE THEY DON'T READ OR WRITE ENGLISH — NOR DO THEY SPEAK ENGLISH. AND ON THE CONTRARY, THEY CANNOT WRITE ME EITHER BECAUSE I DON'T READ OR WRITE CAMBODIAN. THUS, THE ONLY METHOD OF COMMUNICATION THAT I HAVE WITH THEM IS VIA THE PHONE. BECAUSE OF THE ALREADY HIGH FEES, I'VE BEEN LIMITING MY COMMUNICATION WITH THEM. BY RAISING THESE FEES, IT WILL AFFECT MY COMMUNICATION WITH THEM EVEN MORE BECAUSE I WOULD HAVE TO CUT BACK EVEN MORE.

RECEIVED
JUL 19 2012
MASS. DEPT OF
TELECOMMUNICATIONS & CABLE

SINCERELY,

Thao Kao

THAO KAO