TO: DEPT. OF TELECOMMUNICATION AND CABLE
FROM: VORIS JAMES W99795
MCI - NORFOLK UNIT 8-1 #214A

THE CURRENT PHONE SYSTEM IS VERY COSTLY, UNRELIABLE AND EXTREMELY UNPREDICTABLE. I'VE HAD COUNTLESS PROBLEMS WITH DROPPED CALLS, INACCURATE ACCOUNT BALANCES AND BAD CONNECTIONS WHICH INEVITABLY RESULT IN COSTLY CALLBACKS.

AT 72.5 CENTS PER CONNECTION AND 7.5 CENTS FOR EACH ADDITIONAL MINUTE IT COSTS MORE TO CALL HOME, WHICH IS 51 MILES AWAY, THAN IT COSTS FOR MY WIFE TO CALL HER SISTER WHO LIVES IN GUAM.

MY WIFE PAYS 51 DOLLARS / MONTH FOR OUR HOME PHONE SERVICE WHICH INCLUDES NATION WIDE LONG-DISTANCE, BUT PAYS UPWARDS OF 125 DOLLARS / MONTH FOR ME TO KEEP IN CONTACT WITH HER AND MY CHILDREN.

IT IS MY UNDERSTANDING THAT IN OTHER STATES YOUR COMPANY RATE IS 72.5 CENTS PER CALL FOR 20 MINUTES ANYWHERE IN THE U.S. I FEEL THAT THAT PARTICULAR RATE SHOULD BE OFFERED AT MY INSTITUTION AS WELL.

RECEIVED
JUL 19 2012
MASS. DEPT OF
TELECOMMUNICATIONS & CABLE

THANK YOU FOR YOUR ANTICIPATED COOPERATION,
VORIS JAMES
W99795
8-1 #214A