Attorney Bonita Tenneriello,
P.L.S.
10 Winthrop Sq. 3rd Fl.
Boston, MA. 02110

30 Administration Rd.
Bridgewater, MA. 02324

6-28-12

Dear Atty. Tenneriello,

In connection to our phone-call and also your letter dated 6-14-12. I request your help on the G.P.L. phone problems on July 19, 2012. Starting on May 1, 2012 I detected problems reaching a friend Eugene Weir in Cumberland, Maine at 207-829-2773. I have also had trouble reaching my brother Kurt Chapman in Amherst, N.Y at 716-228-6337. On my debit account with G.P.L. phone after years of service. The Dept. of Corrections gave me 3 reasons: One that their phone companies refused to work with G.P.L. phones and asked them to set up a special account at 1-800-483-8314; Second that I just needed to wait for them to answer. Neither party knows each other, neither party can appear at the meeting on July 19th, and of course I can't. So I request that you represent us at this meeting. The prison rates are a bit expensive and impede on my ability to pay. Sometimes the recording devices seem to get filled up and they take a long time to repair them. My brother has a Sprint cell-phone and my friend in Maine has Verizon.

Please keep me informed. Thank you for your help.

RECEIVED
JUL 19 2012
MASS. DEPT OF
TELECOMMUNICATIONS & CABLE

Sincerely,
Wayne W. Chapman