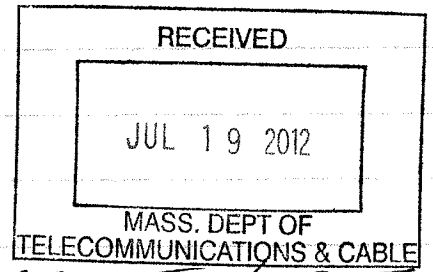


① Angelina Goulart, Sister of Inmate
291 Chatham W. Dr.
Brockton Mass,
02301



② Roy Braziano, Incarcerated at
Treatment Center
30 Administration Road
Bridge Water Mass,
02324

③ Phone Provider is Global
Tel Link (GTL)

④ Why Phone Service matters to
me.

① Because it is important to
hear from him Day by Day.
I don't live that far away
but there is no transportation
that goes down to the Treatment
Center from Brockton. The only way
down is to go by cab very
expensive.

② So the Phone is a very
important way to stay in touch.

③ Staying in touch by Phone
is extremely important for
many reasons

④ I am his durable Power of

Attorney and When issues such as medical calls I have to make to Attorneys and other areas I have to be informed by my brother. So there always has to be money in his account in order to call home. Sometimes depending on the problem he needs to call quite often. Very Expensive @ \$229 for 20 minutes or how long it takes to resolve the issue that is forgoing.

(4) Prison rates have affected me in many ways. I live on Social Security only. I am a widow and I try to fit in the Phone Expense every month with my every month EXPENSES

(5) Problems encounter with Telephone Service

Poor Connections, Intrusive recording, Lack of response to Complaints

(6) I don't think calls should be monitored & recorded. I believe you should have Private Conversation with your family member, Poor Connections

② I am my brother's durable Power of Attorney and I feel the things we need to talk about regarding legal matters should also be private. The Doc has all my legal document on file.

③ Doc is making money by getting a commission on telephone calls. This is not right Bleeding the Pockets of Citizens

④? When and inmate is released from Prison and there is money in the telephone fund left over in his name I understand that it is not refunded to inmate. If so this has to change.

⑤ Make Phone rates reasonable for reasons

⑥ There are inmates families, that live on S.S. and other benefits. Low income and can't afford the telephone rates I believe I mention that I live only 2 towns away and I cost \$229 for 20 minutes

Angelina Goulart