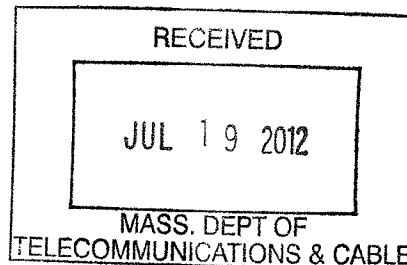


JUN 27 2012

Abraham Kasparian Jr.  
500 Colony Road/POB 466  
Gardner, MA 01440-0466

June 22, 2012

Prisoners' Legal Services  
Staff Attorneys:  
Bonita Tenneriello, and  
Lizz Matos  
10 Winthrop Square  
3rd Floor  
Boston, MA 02110



RE: July 19, 2012/Public hearing on prison telephone services

Dear Attorneys Tenneriello, and Matos:

On June 14, 2012, your office provided me with information that the Department of Telecommunications and Cable ("DTC"), upon your petition filed with the DTC to limit telephone rates and investigate the poor quality of the prison telephone services, that is provided inmates, including myself to stay in contact with family and friends. Please consider this letter my support for your petition on behalf on all inmates, and myself within the Massachusetts Department of Correction, ("DOC").

For myself personally , as an inmate at NCCI Gardner, I use the phone system, Golbal Tel Link, ("GTL"), to call my Daughter and Grandson in VA. I find that the rates are high, and that causes me to have less time to be incontact with them, had the rates been more commensurate with families income, which in most inmates cases, as with my family and me, have litte to no disposalble income. The costs are to high for us, and it needs to be lowered.

I have tried to be issued a print out of my account and payments that have been received and paid out, and I have not been success, all I receive is the current, and alledged balance of my account, by a recording, however that will not satisfactory, there is no way to challenge the charges, when the calls are interrupted and disconnected, or when the call is interrupted by recorded messages throughout the 20 min. call to inform the parties to the call that the call is being recorded, and any times that this interruption repeats inself in the same interruption and thereafter the call disconnects, and therefore I cannot verify the call time and the charge of that call, so I could recover the funds for that call based on that form of interruption. And at least in one 20 min. call there are two to three such interruptions with my calls, which cost my family unnecessary costs to the already high costs to talk with my family, which limites my time with them.

One cannot know the importance of a call with your family, it help me keep grounded, and save to ourseleves, please understand

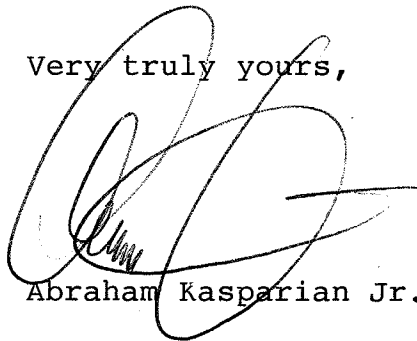
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7/19/12 Public Hearing/DTC  
Abraham Kasparian Jr., W83363

that the phone contacts allows inmates like myself to work also with our/my family on re-entry back into the community, and families are the support that all of us need to properly make plans to re-enter our communities again. Most of inmates, like myself are going home, and the support from family to ensure a smooth transfer to home, can only be INCREASED by lowering the rates that our families and ourselves are charged which in the DOC.

Please, if you both would ensure that this letter, and my requestsb that interruption messages during phones calls be stoped, that the rates be lowered, and that inmates including myself are allowed to receive hard caopies of our phone accounts, to enable us to track the costs and the balances of our phone accounts, be rised at the public hearing on July 19, 2012, given the fact that I cannot attent given my current status, and that my family lives out of state n VA.

Thank you both for your time and support in this matter.  
As always, I remain,

Very truly yours,

A large, stylized handwritten signature in black ink, consisting of several loops and a long horizontal stroke at the end.

Abraham Kasparian Jr.

cc: file/AKJ