

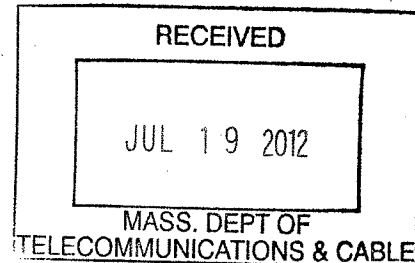
JUN 29 2012

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P.O. Box 43
Norfolk, MA 02056

June 27, 2012

Prisoner Legal Services
10 Winthrop Square, 3rd Floor
Boston, MA 02110

Re: DTC Hearing on GTL



Dear Sirs:

This comes in response to your request for comments on GTL in anticipation of the DTC hearing in July.

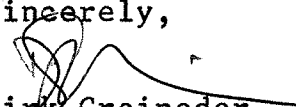
I am incarcerated at MCI-Norfolk. Proper access to telephone is critical for me to maintain contact with family and attorneys during my appeals. Two children live out of state (PA and IL) and cannot visit regularly, so telephone is essential for timely and real-time interaction. The third lives nearby but works and has three small children, so most communication is also via telephone. Without interactive, real-time communication, ties with family and community soon wither, which will make re-integration into society most difficult.

My current problems with GTL mostly concern:

1. inadequate phones lines, especially for interstate calls are blocked by: "all circuits are busy".
2. even when calls go through, delays are frequent with huge gaps of "frozen minutes" in the middle of pre-recorded messages, such that the recipient assumes the call has been interrupted and/or never connected. Consequently, the party hangs up and I am charged an extra 72¢ for the first minute of a call.
3. sound quality is often poor, making it difficult for me and the other party to hear and/or understand conversations.

Thank you for representing us at the DTC hearing.

Sincerely,


Dirk Greineder