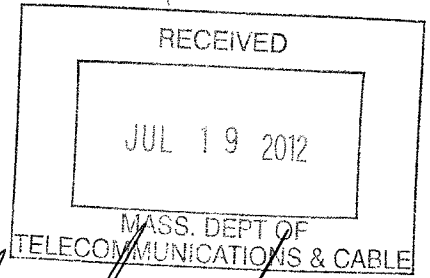


6/18/12

To Whom it may concern:



I've been having issues with the phone system here at (Norfolk).

- ① Calls that I make are not being deducted one at a time but all together Friday to Monday.
- ② When you call a cell phone and you drop & call you do not get reimbursed.
- ③ You also do not get a full twenty minutes.
- ④ I feel like I'm getting taken advantage of.

Because I'm in jail and this is also a hardship for my family because they are the ones sending me money because I can't provide for myself.

Fausto Garcia  
W-96713 P-2

Let's see