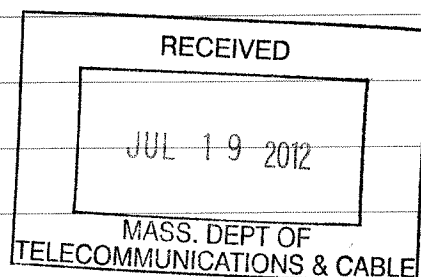


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Joseph Guillotte

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Prisoners' Legal Services
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Dear Pls

The Phone conditions / services here at the Mass Treatment center, are shocking to say the least, to begin with, There are two different Phone companies involved. (1) Global Tel Link. (2) Verizon.

First, The Phone Equipment and System running these phones & the phones themselves are highly outdated. To say nothing of the poor line quality, i.e. connections. The computer used here to process calls is so old that when it breaks down, they take forever to find parts to fix it, because they don't even make parts for these systems anymore.

Secondly is the constant dropping of calls, this happens many times and has happened to me many, many times, when I call my mom and this happens, sometimes the Phone just hangs up, other times we will be talking and we just can't hear each other at all the sound goes blank as if you've been disconnected then after 5, 10 minutes you can hear each other again.

They tell us to put in a trouble shooter report, I even wrote to Global Tel Link for a refund, they refund part of what you lose on a call, because they claim that they have no way of knowing how much of the call we actually hear each other.

Then, ~~then~~ there is the constant recordings saying your call is being monitored,

or recorded, which ~~interrups~~ interrupts my 20 minute phone call constantly. Then, there is the frustration of when the system supposedly has detected an attempt to make a 3 way call or call forwarding, which in all actuality isn't taking place, the system disconnects your call forcing you/me to call back.

Next, is the aggravation that family members out there when trying to setup money on their Pre-paid account using A Visa/Mastercard. More often than not, the Global Tel Link automated system is down, or unable to process the credit-card transaction, this goes on for days, sometimes months.

This leaves myself, my family and loved ones unable to communicate. This affects other prisoners and their families as well.

I depend on the Prison phone system for a number of reasons. (1) My mom is in very critical health, she has two aneurisms that could explode at anytime, ~~so~~ so she can't travel great distances, she lives in Berkshire county MA, I am in Bridgewater MA, doing a sentence of one day to natural life, it is a four hour trip one way. Next, she is totally blind in one eye so she can't write letters to me anymore.

Now to talk about the waiting times that my family members go through when trying to contact Global Tel Link customer service, my youngest sister, 35 told me that she tried contacting Global Tel Link six different times and at each of those times she had been on hold for upwards of 45 minutes.

I myself, am civilly committed,

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which is suppose to mean that we are not Prisoners. Aside from that, it takes an act of congress for me to be able to put money on my Inmate account/Phone account. First, I have to fill out a charge slip. Second, get it to the C.P.O. He then takes it to Inmate accounts where I/other Inmates also end up having to wait until Inmate accounts get around to processing the charge slip i.e. sending out a check to Global Tel Link, then it takes about three days before the money shows up on my phone account.

Another issue is, that once a person on the street sets up an account with Global Tel Link, they are trapped, they are not allowed the option of choosing another phone company. Giving D.O.C., Global Tel Link, and Verizon a virtual monopoly within the Prison System.

From that point, Prisoners, civilly committed or not are subject to these conditions, also holding our families Prisoners as well.

In one Final note. I Believe that
(1) All calls should be billed at a Flat rate of no more than \$2.00 a call throughout the Prison system with no surcharge to connect the call and no taxes. How long are our families going to get punished?

Sincerely
Joseph Guillebe