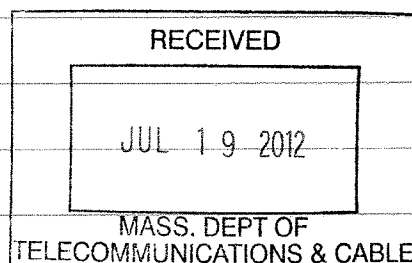


June, 28, 2012

Dear Alphonse Kamanzi,

I am currently an Inmate at South Middlesex Correctional Center. Our current telephone provider is Global Tele-Link. During the year I have been in this facility there have been numerous issues with GTC's service. The receiver's break down frequently and individual's on the other end are unable to hear us clearly.

There are about ten telephones in this facility and if two are in working condition at the same time it is a miracle. For the money inmates and their families spend to be able to communicate with one another. They should have the guarantee of quality service. Any help resolving this matter would be greatly appreciated.



Sincerely
Nicole Paguette
Nicole Paguette