

RANDY SILVA W-70566
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To: Prison Legal Services
Dept. of Telecommunication and Cable

RE: TELEPHONE ISSUE

To whom it may concern,

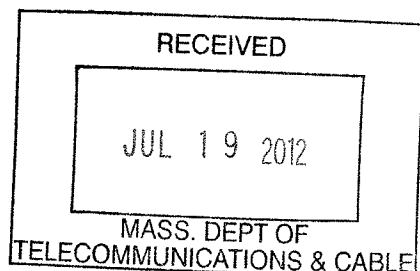
My name is Randy Silva. I reside at MCI-Norfolk. We use the GTL System. Personally the phone system affords me the opportunity to connect with my loved ones and also my Lawyers.

The problems I have with the GTL Telephone System is the current pricing. The rates are extremely high when there is an economic strain both in society and the prison system. Most people in prison make anywhere from, a dollar a day to two dollars. To further aggravate matters,, the phone service is poor. There has been a lot of times that I couldn't hear my people or my people could not hear me clearly. If the phone clicks then you lose your call.

Lastly, once a person accepts the call, the phone fails to make a connection and you lose money and the opportunity to talk with your loved ones.

Thank you for your immediate attention to this important matter.

CC/FILE



Very Truly Yours,

Randy Silva
Randy Silva W-70566

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