



COMMONWEALTH OF MASSACHUSETTS

Department of Telecommunications and Cable

1000 Washington Street, Suite 600, Boston, MA 02118

(617) 305-3580

www.mass.gov/dtc

MAURA T. HEALEY
GOVERNOR

KIMBERLEY DRISCOLL
LIEUTENANT GOVERNOR

YVONNE HAO
SECRETARY
EXECUTIVE OFFICE OF
ECONOMIC DEVELOPMENT

LAYLA R. D'EMILIA
UNDERSECRETARY

KAREN CHARLES
COMMISSIONER

D.T.C. 11-16

February 28, 2024

Petition of Recipients of Collect Calls from Prisoners at Correctional Institutions in
Massachusetts Seeking Relief from the Unjust and Unreasonable Cost of such Calls

REQUEST FOR COMMENTS AND NOTICE OF CANCELLATION OF CASE STATUS CONFERENCE

On January 26, 2024, the Department of Telecommunications and Cable ("DTC") issued the Notice of Case Status Conference (the "Notice") requesting that interested parties provide the DTC with their availability for a teleconference to discuss relevant issues in connection with D.T.C. 11-16.

On February 23, 2024, the DTC received a response from Global Tel*Link Corporation d/b/a ViaPath Technologies providing availability for the parties and, further, recommending that parties provide written submissions in response to the topics listed in the Notice in lieu of or prior to conducting a case status conference. Securus Technologies, LLC likewise supported the submission of written comments.

Upon consideration, the DTC will cancel the proposed case status conference and request that interested parties provide written comments regarding whether:

1. Chapter 64 of the Acts of 2023 resolves concerns about ICS rates, ancillary service costs, and billing details such that the DTC should close that portion of its investigation. (see *Interlocutory Order*, D.T.C. 11-16 at 27-28 (June 14, 2016)).
2. The DTC's investigation into ICS service quality should be continued. (*see id.*).
3. The removal of payphones in public areas at correctional institutions unduly burdens newly released individuals and/or visitors of inmates.
4. There are any other developments regarding inmate calling services in Massachusetts that the parties believe the DTC should be aware of since the DTC's 2016 *Interlocutory Order*.

Parties are instructed to provide comments by March 28, 2024 and reply comments will be due by April 29, 2024.

If possible, please provide comments to the DTC in electronic format by e-mail attachment to dte.filing@mass.gov and to Shonda.Green@mass.gov. Comments that are provided in hardcopy should be addressed to:

Shonda Green
Executive Administrative Coordinator
Department of Telecommunications and Cable
1000 Washington Street, Suite 600
Boston, MA 02118-6500

Submitted comments must specify: (1) the docket number of the proceeding, D.T.C. 11-16; (2) the name of the person or company submitting the comment; and (3) a brief descriptive title of the document. The filing should also include the name, title, and telephone number of a person to contact in the event of questions about the filing. Text responses should be formatted as either Microsoft Word or Adobe PDF compatible files. Data or spreadsheet responses should be compatible with Microsoft Excel. All comments submitted will be posted on the DTC's web site: <http://www.mass.gov/dtc>.

Any questions regarding this proceeding should be directed to Shonda Green at Shonda.Green@mass.gov or at 617-305-3580.

/s/ Alan Gill

Alan Gill
Hearing Officer