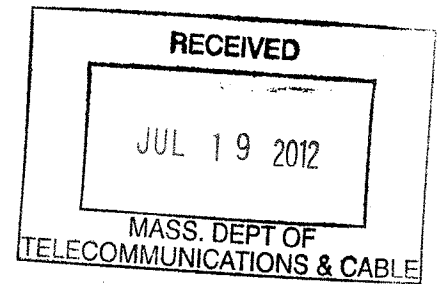


Department of Telecommunication and Cable (DTC)
1000 Washington St., Hearing Room E
Boston, MA 02108



Date: June 22, 2012

Re: Prison telephone Rates and Quality of Service

D.T.C.,

I am currently a prisoner incarcerated at MCI-Norfolk. My telephone provider is Global Tel Link (GTL). The phone service here is important to me and my family because my family lives in Los Angeles, CA. Therefore we communicate by phone most of the time. Incarceration in prison is not easy, having family ties make it easier to cope with the environment and will assist me with being reintegrated into society.

The following are the numerous issues with (GTL) phone service at MCI-Norfolk:

- *Dropped calls,
- *No response from the customer service department,
- *The inability of the other party to properly accept the calls from here.
- *The phone breaking up (can hear the other person in and out).

In the age of technology, with voice over IP (VOIP) which is 10 times cheaper than standard phone service. It does not make sense for prisoners and their families to pay up to \$3.00 a phone call.

Thanking you in advance for your support.

Respectfully,

Taghi Tajgardoun W96702
MCI-Norfolk
P.O. BOX 43
Norfolk, MA 02056