RECEIVED
JUL 19 2012
MASS. DEPT OF TELECOMMUNICATIONS & CABLE

JUL 16 2012

7/11/12

To Atty. Matos

I am writing regarding your petition to the Dept. of Telecommunications & Cable to comment on the poor telephone service they provide. My calls are often dropped and interrupted with the "this call may be recorded" message. Myself & my called parties have also been overcharged, & this adds up & can be quite expensive after time. My complaint is that for every $2.28 phone call (20 mins) my calls are interrupted in total of at least 1 min., & 1 out of 4 times dropped due to "3 way calling", or sometimes no reason at all. I would be very pleased if the interruptions/drops would cease, not to also mention my called parties would be pleased, too. Thank you for your concern.

Sincerely,

Angenette R. Burke

Angenette Burke

DOC # F81005

P.S.
Hopefully, this letter is not too late, for I wrote as soon as I was informed. Also enclosed is a letter from my cellmate.