From: ARTEM VASKANYAN
MCI - Norfolk
P.O. Box 43
Main Street
Norfolk, MA 02056

JUN 22 2012

Date: June , 2012

To: Prisoners' Legal Services
10 Winthrop Square, 3rd floor
Boston, MA 02110

Dear; Bonita Tenneriello and Lizz Matos

I'm a prisoner in Norfolk(MCI) and I've been incarcerated for the passed twelve years. Me and my family use (GTL) services and we are being affected by their poor service; Since, my family are incapable to visit. Bacause of their old age and long traveling distance, I have to stay in touch by phone. While using the phone I am constantly dealing with "abrupt" phone disconections, poor hearing, Interuptions and expensive service". Besides talking to my family and friends, I constantly call my Attorney and deal with the same problem. GTL, provides poor service and causes aggravation and discomfort to me and everyone that talk to by phone.

Sincerely
ARTEM VASKANYAN

RECEIVED
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MASS. DEPT OF
TELECOMMUNICATIONS & CABLE