JUL 18 2012

Hello, 7-13-12

My name is Bura Phan and I am currently incarcerated at MCI Shirley. G.T.L helps me keep in touch with families and the telephone rate has affected me in many ways. The rate is too high. I spend $200.00 a month on it and thats not even including all the drop calls. The other problems I have encountered with the telephone service is the 60-70 dropped calls and billing problems. I wrote to G.T.L and they told me they was going to reimburst my phone calls and they never did. Sometimes they dropped the calls and said I was 3 waying and most of the time it just goes blank. I told them I shouldn't have to pay for the dropped calls especially the 32 second calls and they charge me almost $1 everytime. Who talks for 32 seconds when they called their family member from prison. That all I have to say for now. I hope the rate changes so everyone thats using G.T.L can Be satified. Thank You for your time.

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JUL 19 2012
MASS. DEPT OF
COMMUNICATIONS & CABLE

Inmate # W100333
MCI Shirley