RECEIVED
JUL 19 2012
MASS. DEPT OF
TELECOMMUNICATIONS & CABLE

TO: D.T.L.

My name is Carlos Baez, and am an inmate in the MASSACHUSETTS CORRE. Center. I use to use the phone, especially when my Father got sick. My sister had a phone and she did accept collect calls. On December, 2009 my Father got real sick, I couldn't call my sister, because D.T.L. say I couldn't call because, my sister didn't accept collect calls. But she did. So I had to put money on the phone in order to call home. My Father pass away. Now is my mom. I can't even call my own mother. D.T.L. is not about conecting the prisoners with the family. D.T.L. is about money. They don't care about who can call home and who can't. When we had the old phone system it was better. We didn't have any problems but with D.T.L. we got all kind of problems.

Sincerely: Carlos Baez
W58610 6-19-12