JUN 29 2012

To Whom it May Concern,

My name is Cyria Lewis F80459 and I am currently an inmate at MCI Framingham. I have been incarcerated since 2000.

The telephone system is the only means to me keeping in contact with the only family members I have. Due to the over charging, the dropped calls for no reason and the poor quality of the phones, it makes keeping in contact nearly impossible.

My Dad works very few hours on his job. Most of the time he has to choose between taken my call or hanging up because there is bills to pay. It brakes his heart but he has to do it. I can go months sometimes without any outside contact. He lives in California so he can't visit.

On holidays if the phones are not broke you can barely hear yourself talk. Mostly every holiday

the phones are broken or out of service for some reason or another.

There has been many of times when I was talking to my dad and the phone would cut off. It would say it detected a 3 way party when there was not a 3 way being done. The phone has shut off on other occassion without a warning.

Now just to call local it cost about $3 and I have family that will not take my call just for that reason.

If prices could be reduced I believe it would bring more family and friend support, not only into my life but into others as well.

Thank You
Cyria Lewis
Cyria Lewis
F80459

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JUL 19 2012
MASS. DEPT OF
TELECOMMUNICATIONS & CABLE

P.S

My fathers Name is Steven Myers he has been my support.