To whom it may concern

I'm writing to inform you that the telephone system C.T.L Communication is a bully in this prison system. Not only is the set rates too expensive but the service is unapologetic for its bad business. I have been charged for whole 20 min calls that only lasted for 2 minutes at best. I have filed numerous complaints about dropped calls and monies taken and still being forced to use it in order to get and stay in touch with my family who often speaks of the cost of not only the sert charge to put money on the phone but of the cost of each call for such crap shoot ~~[illegible]~~ hit or miss service.

Thank you

Chris Pope

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JUL 19 2012
MASS. DEPT OF
TELECOMMUNICATIONS & CABLE