To Whom it May Concern,

I am reliant on the phone system to maintain contact with the few family members and friends I have left.

If it weren't for the $3.50 stipend I get for my institutional job, I wouldn't be able to make the few calls I do.

My father, a retiree who lives in Florida, survives on Social Security. He cannot afford to take collect calls or send me money.

Direct collect calling has become a thing of the past as the current system requires the person called to use one of a specific few telephone services. As such, family and friends are strongarmed into setting up accounts for which they not only pay exorbitant rates, but get charged an additional fee for doing so.

The current rates charged are commensurate to rates charged by 1-800 phone sex lines and are just as big a robbery.

The phone system has become the same joke everything else available to Mass. Dept. of Corr. convicts ~~(are)~~ is.

The monopolization of the commissary, both the canteen and property, along with the telephone system have robbed our families and us long enough. It's time we utilize the power we hold as the consumers these private contractors rely on to survive and stop letting them dictate what they charge us for the privilege of our business.

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JUL 19 2012
MASS. DEPT OF
TELECOMMUNICATIONS & CABLE

Sincerely,

Dennis Ciampi
W58585