June 19, 2012

To Whom It May Concern (concerning phone service)-

As a state prisoner, my only contact with family and friends has been through the phone system. I have found this system to be costly, inconsistent, and obtrusive.

Many times in conversation there are numerous issues with static or total excerpts of conversation being inaudible or unheard. My parents who are elderly often lose patience and complain. They are too old to travel and visit but find the phones to be often intolerable.

Many times I have witnessed the phone system to be repetitive in telling you to wait with a recording. At other times calls have been cut off prematurely.

Just dialing the numbers quite often must be repeated several times to get the call to go through.

Callers have told me several times that when I called with a prepaid call, they answered and pressed "0" but were not connected.

As a prisoner who will reenter society in the future, my contacts with family and friends are important ties to the community. I feel an improvement to the phone situation would be

a tremendous asset to my ties to the community and a successful reentry.

Sincerely,

RECEIVED
JUL 19 2012
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