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MASS. DEPT OF
TELECOMMUNICATIONS & CABLE

July 11, 2012

To Whom it may concern:

I am writing from MCI-Framingham State prison regarding your petition filed for prisoners and other users of prison telephone services. Asking to limit rates and investigate poor quality of telephone services. I spend $20-$40 a week on the phone. I have 7 people I constantly call every week or try to at $2.28 per phone call. That's at least $16 a week to call them once each. Sometimes I need to call back or call more than once a week because things are going on or there's something I need to talk about. My father just passed away and I'm so upset that I didn't call him more than once a week. I just couldn't afford it because I need to buy my cosmetics/toiletries and drinks and food. There's times I go without commisary so that I have money on my phone. It's .75¢ to connect the phone call and at times my phone call just disconnects or the person on the other line can't hear me. So I have to call back at it cost $4.00 for one phone call. It's a big ~~inconvenience~~ inconvenience when this happens. It would be a big help if we got better service and the rates dropped because I have an 8-12 year-bid and it helps me talking to my family.

Especially after my father just died I'm trying to call my family more because I don't know who's gonna be there when I go home. Thank you for possibly resolving this issue for me and my fellow inmates.

Respectfully,

Danielle Smith
DOC#: F81125