Department of Telecommunications and Cable (DTC)
1000 Washington St., Hearing Room E
Boston, MA. 02108

RECEIVED
JUL 19 2012
MASS. DEPT OF
TELECOMMUNICATIONS & CABLE

Today's Date: 6/25/12

Re: Prison Telephone Rates and Quality of Service

D.T.C.:

I am currently a prisoner incarcerated at MCI-Norfolk.

My telephone provider is Global Tel Link (GTL).

The phone service is important to me because it is one of the way I still communicate with my family.

Some of the problems that I am encountering with the GTL service is:

* Dropped calls.
* No response from the customer service department.
* The inability of the called party to properly accept the calls from here.
* Communication on the phone sometimes breaks up.
* If money is placed on the phone by inmates, when we call and can not get through and attempt to recall sometimes the system states that we have a lower amount or none at all. We than have to wait for an hour or so until the system resets it self.

Thank you.

Elvin Rodriguez
W96311

Sincerely,
X
MCI-Norfolk
P.O. BOX 43
Norfolk, MA. 02056