06-25-12

To Whom it may Concern.

My name is Gary Hennig, an inmate at M.C.I. Norfolk. I use the inmate phone on average of 2-3 times monthly and every time I use it my party has great difficulty hearing me. also when the recording says "if you wish to accept this call, press 0-ZERO and hold" my party at age 91 believes he has to hold down on the 0 button and this causes the recording to tell me my call was not accepted. Please rephrase that portion of the recording so that the much elderly people can understand it better.

Thank you in advance.

Gary C. Hennig
W-31945 M.C.I. Norfolk.

RECEIVED
JUL 19 2012
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TELECOMMUNICATIONS & CABLE