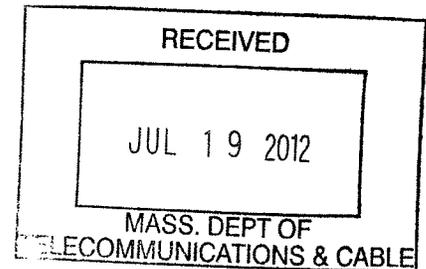


JUN 29 2012

June 28, 2012

To: Prison Legal Services – Attn. Bonita Tennzello
10 Winthrop Square 3rd Floor
Boston, Ma 02110

From: James Connell
5 Rebecca Road
Wrentham, Ma 02093



Re: Poor Telephone Service from Massachusetts Prisoners

Dear Sirs/Ms,

I have received collect calls costing thousands of dollars from the following Massachusetts prisons over the last 15 years; MCI Framingham, MCI Concord, MCI Norfolk, South Middlesex Correctional Center, Souza Baranowski Correctional Center, Lemuel Shattuck Hospital Correctional Unit, and Bay State Correctional Center. Although the service has never been considered good with dropped calls, low volume, and static interference, the last six months has been a nightmare.

The most concerning were from Souza-Baranowski Max Medical Unit and Shattuck Hospital Correctional Unit. I would have hung up except for the fact my cousin was having multiple life threatening surgeries complicated by a heart attack. He also couldn't see well enough to read or write from complications of the surgeries so the phone was our only option.

We tried spelling the words and even had to identify the letters by using other words to identify the letters such as "N as in Nancy" I also went outside and sat in a hot car with the windows closed and the engine off in an attempt to hear. This is appalling and certainly no way to carry on a serious conversation. I would have no problem with people listening to these tapes but I am not sure how my cousin George McGrath W32340 feels about that. He is currently at MCI Norfolk and is scheduled to go Boston Medical Center soon for another surgery.

Calls from MCI Norfolk almost always have static and cut out on and off but usually don't disconnect. I would argue that these problems should be fixed before charging family members of inmates who are already struggling financially with higher phone fees.

Respectfully yours,


James Connell