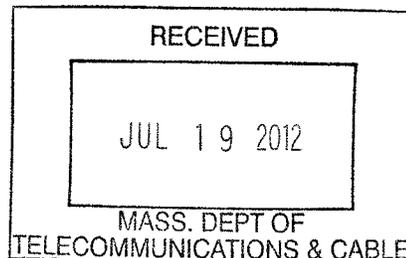


John P. Keegan
P.O. Box 43
Norfolk, MA 02056

JUL 12 2012

July 7, 2012

PLS
ATTN: Alphonse Kamanzi
10 Winthrop Sq., 3rd FL
Boston, MA 02110



RE: Displeasure with GTL

Dear Mr. Kamanzi:

I am very unhappy with GTL's phone service. I've experienced multiple problems with GTL. For example, since they installed a third phone in each unit, at least one phone--sometimes two phones--is not working. Most times, however, the called party is unable to hear me due to interference and or low volume. Each time I speak to the Inner Perimeter Security officer who is responsible for phone issues about my problems, I'm told either the called party has a problem with their phone or the hardware within my housing unit needs replacing. Nevertheless, when the hardware is replaced, it never improves the quality of my calls.

My family and I pay a great deal of money each month in order to maintain our relationship. It is imperative that I continue these relationships in order to assure my successful transition back into society. However, what isn't necessary is the incredibly high rates that we are forced to pay. The truth is, those who are incarcerated disproportionately come from the lower socioeconomic strata. Therefore, the poor are being victimized by GTL, a predatory company. The State shares in that culpability, because they contract GTL to maintain the phone system, and they are aware of GTL's practices.

I hope that my letter is helpful. Thank you for advocating for us.

Sincerely,

John P. Keegan
John P. Keegan