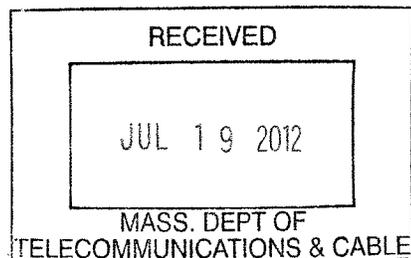


JUL 05 2012

7/2/2012



I am writing this letter in regards to Global tel Link phone at N.C.C.I. Gardner Mass. For the last five years the phone service has been really bad, and has a lot of three way hang ups when I have never done a three way. The price for a twenty minute phone call is much too high and the quality is poor. I would like to see much needed changes. People need to understand it is very important to us to be able to speak to our loved one.

Thank you,

A handwritten signature in cursive script that reads "Jo-Ann Miller".