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MASS. DEPT OF TELECOMMUNICATIONS & CABLE

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7/5/2012

To Whom it may Concern

in regards to Global Tel-link, The Phone carrier the prisons use for inmate Calls. I feel like the calls are to exspensive and I don't think it's unfair that you charge an exspensive $2.00 surcharge just to start the call, and when the calls often get dropped and they have to call back and waste even more money, I know This personally because I have a love one being obtained by the Mass Department of Corrections in the Shirley medium facility, it's hard enough for our family and I'm sure many other family's, that while our loved one's are away, that most of the time our only source of communication is those 20 minute phone calls that we receive. but with the prices being as high as they are, sometimes it makes it almost impossible to even have that. We spend over $100.00 a month in phone calls and at the same time, have to worry about how to take care of a child and household without my love one being home to help out, the only thing I can do is turn to him for advise, so I hope you understand The importance of the phone calls, I urge you to take this letter into consideration, and make any nessasary changes so calls are not dropped, and to do away with the exspensive surcharges just to start a call, so it is a little easier on us trying to take care of our households and children, to still be able to afford to keep in touch with our love ones, thank you for your time. Jennifer Pierce