JUL 12 2012

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July 9TH, 2012

Prison Legal Service
ATTN: Alphonse Kamanzi
10 Winthrop Sq. 3RD Floor
Boston, MA. 02110

RECEIVED
JUL 19 2012
MASS. DEPT OF
TELECOMMUNICATIONS & CABLE

Dear Mr. Kamanzi,

I am writting you on behalf of all the inmate's within the Department of Correction (DOC). We have the same plight with Global Tel Link's Service's to inmate's and loved one's. Global Tel Link is the telephone provider for State prison's within Massachsetts.

Our plight is the expensive rate for a collect as well inmate pre-paid call locally and long distance (out of State call's). The service is poor; call's drop, you could hear other's conversation's during your personal call, a recording interupt's and disrupt's our conversation's every 4 to 5 minute's stating: "That the call is recorded and monitored", there's No need for it. That's stated when the call is accepted. We should be served with best quality in service and enjoyable as well →

AFFORDABLE RATE'S SO WE COULD KEEP COMMUNICATION WITH LOVED ONE'S. IT ONLY ALLOW'S 4 RING'S THEN DISCONNECT'S, WE NEED G.T.L TO AMEND THE INFRACTION'S AND POOR QUALITY IN THEIR SERVICE OR WE SHOULD BE GIVEN A BETTER MORE SUFFICIENT **AFFORDABLE** SERVICE.

IN CONCLUSION I FEEL AND BELIEVE THAT SINCE WE (INMATE'S) AND OUR LOVED ONE'S PAY FOR OUR CALL'S, WE DESERVE THE BEST SERVICE AND RATE'S WITH NO COMPLICATION'S INDUCED. "ISN'T THE CUSTOMER ALWAY'S RIGHT" ?

RESPECTFULLY WRITTEN;

JOEL VASQUEZ

P.S.

G.T.L SERVE'S
THE ENTIRE D.O.C IN
THE STATE OF MASSACHUSETTS.