

Department of Telecommunications and Cable (DTC)  
1000 Washington St., Hearing room E  
Boston, MA. 02108

Today's Date: *4/25/12*

Re: Prison Telephone Rates and Quality of Service

D.T.C.:

I am currently a prisoner incarcerated at MCI-Norfolk.

My telephone provider is Global Tel Link (GTL).

The phone service is important to me because it is one of the way I still communicate with my family.

Some of the problems that I am encountering with the GTL service is:

- \* Dropped calls.
- \* No response from the customer service department.
- \* The inability of the called party to properly accept the calls from here.
- \* Communication on the phone sometimes breaks up.
- \* If money is placed on the phone by inmates, when we call and can not get through and attempt to recall sometimes the system states that we have a lower amount or none at all. We than have to wait for an hour or so until the system resets it self.

Thank you.

Sincerely, JOHN VILLEGAS-W88576

*John Villegas*

MCI-Norfolk

P.O. BOX 43

Norfolk, MA. 02056

