RECEIVED
JUL 19 2012
MASS. DEPT OF
TELECOMMUNICATIONS & CABLE

Dear: Prisoner Legal Services
RE: Prison telephone service

My name is Kyle Bryant #45423. I'm currently incarcerated at the Plymouth County Correctional Facility. The address is 26 Long Pond Road, Plymouth, Ma. 02360.

The phone is very important to me because I use it to talk to family and friends. I'm only allow 30 minutes visit twice a week my family lives more than 30 miles away from the jail. You can only have five approve visitors. I'm not able to see my girlfriends

children because they are under age and not my actual children. I been living with my gilfriend and her children for more than 8 years. This affect me as well as the children. I can't help them with thers homework or other issues. I wish I can talk to them more over the phone but I can't because of high prices and connection fee.

My girlfriend works at walmart. It cost $3.00 to connect. You are only allow 30 minutes per call. Then you have to pay another $3.00

connection fee if you call back. If there is a drop call you will be force to pay the $3.00 again. You also have to pay a fee to put money on the phone and only allow up to $50.00 at a time. The problems I have encountered but not limited to are listed below:

- Many dropped calls (cause my family to pay the connection fee again)
- Poor connection (can't hear family or friends)
- Intrusive recording (I can hear someone listening and they disconnect the line).

Please lower the cost of the Phone

Phone Services ~~and letter~~

Your truly

Kyle Bryant

#45423