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

RECEIVED
JUL 19 2012
MASS. DEPT OF
TELECOMMUNICATIONS & CABLE

DATE: 6/27/12

Kaseem K. Gupta #W95277
P.O. Box 43
Norfolk, MA 02056

From: Kaseem K. Gupta

Re: Prison phone service"

Dear, D.T.C:

I am writing you as a prisoner about the bad quality phone service I receive here at MCI Norfolk. My provider is Global Tel Link. I call my family in New York, and my three beautiful children, and Fiance. So the phone is very important to me and my family! The service is the worst! The "calls drop", all the time, "Money is taken" even when new money is put on from credit card." Some days you call its hard to even get a tone, and some times it tells you there are know funds! The phone breaks up. If you call more than three times a block is put on the phone for more than an hour. The prices are not consistant with any local rate in the area. The price my family pays is alot due to my mother being retirement-age. I hope the prices are checked out! I had to have my family drop their local company, because GTL only deals with Verizon. That illegal.

Thank you.

Sincerely Yours.
Kaseem K. Gupta