6/17/12
JUN 19 2012

To Whom It May Concern:

My name is Neftaly Andujar W70083. I am an inmate at Massachusetts Correctional Institution - Norfolk. I write in support of the petition brought before the DTC on behalf of prisoners to investigate telephone rates and poor quality service.

I cannot, in good conscience, speak to the issue of telephone rates as I have been incarcerated for over 10 years and do not have enough information regarding prevailing rates, however, I can say that the monies use to pay for these calls come from family members who struggle as most families do from week to week trying to make ends meet. Rate increases only serve to worsen this situation.

I can speak on the poor quality of service provided as I have experienced this on numerous occasions. This is especially frustrating since my wife and children must travel 75 miles each way thus making visits extremely difficult. This does not include siblings and parents who must travel more than 200 miles each way to visit.
I have experienced numerous "dropped calls". This is especially frustrating because we must follow a chain of command, if you will in order to attempt to receive any reimbursement. This is often so troublesome that many inmates do nothing and accept this as standard practice.
If it isn't "dropped calls", we encounter poor connections where the sound quality is poor or there is a lot of "skipping" during the call.

To be fair, this is not to say that this occurs on every single call, but, to be sure, if we as prisoners had a choice of carrier, GTL would lose a lot of customers

If you wish any further comment, my address is as follows:

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MASS. DEPT OF
TELECOMMUNICATIONS & CABLE

Sincerely,