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JUL 19 2012
MASS. DEPT OF
TELECOMMUNICATIONS & CABLE

6-16-12

To: Prison Legal Services

From: Pernell Saunders w49218, MCI Norfolk
w49218

Re: Telephone Complaint

This letter is to ask if there is anything that can be done by your office to assist me in addressing the following issues concerning the telephone...

① The prices are far too high because the amount of money we earn working; we need higher pay or lower telephone cost.

② The recording, quite often, takes too long to begin the process leaving the people I'm calling to believe there is no one there, they hang up and I have to call back.

③ Often the circuits are overloaded and I have to keep calling back.

④ Sometimes when I call and there is no answer I have to wait an hour or so to get through again because the recording says I have insufficient funds when I do have sufficient funds.

Thank you Sincerely,
Pernell Saunders