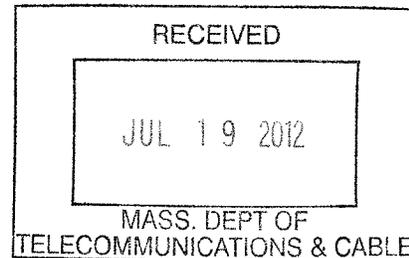


Roy Dumas, W87413
N.C.C.I., GARDNER
P.O. Box 466
Gardner, MA 01440-0466

JUL 09 2012

July 5, 2012

Bonita Tenneriello
Staff Attorney
Prisoners' Legal Services
10 Winthrop Square
3rd Floor
Boston, MA 02110



RE: Global Tel Link (GTL)

Dear Bonita Tenneriello:

My name is Roy Dumas, and I got your name from another inmate at North Central Correctional Institute, here in Gardner. He thought you might be able to help me out. So I hope you don't mind me writing to you.

Back in Febuary of 2011, I was in the middle of a trial when GTL cut services between me and my Attorney. At the time, I thought my Attorney was selling me out and I got into a fight with him because I thought he had the telephone sercices cut so that he would not have to put up with me. There was information he needed to know and I was not able to call him. I later learned that GTL cut the services due to a \$75.00 limit. GTL would not turn on his services unless my Attorney, Mr Higgins, accepted direct billing from GTL. By that time the trial was over, and I lost.

During the same month, my friend, Stephen McCarron, from Lowell, was helping me email my Attorney during trial. Mr. McCarron's phone services was cut off because of a \$75.00 limit that GTL limitted friends and family. After Mr. McCarron paid the Bill, which was within two weeks, GTL would not remove the block on his number. Mr. McCarron had to accept a pre-paid plan. This was a new policy that was implemented with out notice They will not remove any blocks once a \$75.00 limit has been reached. I'm sure you've been told this story many times in the past.

I'm not sure what you can do to help me. I am trying to take GTL to court over the matter with my Attorney. (I'm not sure about my friend.) However, I am not able to find an Address that I can send the sommons to. GTL address is unlisted. My friend has been trying to find it on the internet, Do you have the address to GTL where I can send the sommons to and to whom do I address the complaint to? The best I think I can do is file unger M.G. L. 93-A (cosumer protection) unless you know of another way?

Can you help me out with this matter? Thank you for your time.

Sincerely,