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MASS. DEPT OF
TELECOMMUNICATIONS & CABLE

July 1st, 2012

Dear Prisoner's Legal Services*:

My name is Ronald C. Jones inmate identification number 22507. I am currently incarcerated at Plymouth County Correctional facility 26 Long pond rd Plymouth, Ma 02360. I am writting in regards to the poor quality of the Global Tel Link prison telephone service and the problems I have encountered with the prison telephone service.

My family, friends, and children reside over an hour away from my current location my visits are limited so the telephone is the best form of communication for me to remain in touch with my loved ones and friends. Money doesn't grow on trees in my family so each and every dollar spent or saved is extremely predous. I can only speak with my mother every 6 months to a year because she tells me the rates are too expensive to continuously put money on the phone. I can only speak with my children every couple of months because my children's mother's can not afford to put money on the phone all the time. You almost have to decide what's more important a phone conversation or using the finances to purchase cosmetics and canteen. This is extremely stressful and difficult for me especially dealing with my bi-polar and due to limited mental health staff resources I tend to ~~want to~~ speak with a friend or loved one for moral support. If rates were less expensive I could speak with my friends and loved ones more.

Issues I've numerously encountered are my calls being dropped whether to my attorney, friend, or loved ones. During my conversations my people have a hard time hearing me talk. They have also mentioned being overcharged for issues that were not their fault. Also when my people have made complaints the customer service was terrible and non-responsive. Please help us with these serious issues. Sincerely Ronald C. Jones