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RECEIVED
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MASS. DEPT OF
TELECOMMUNICATIONS & CABLE

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Prison Legal Services

RE: Problems with Global Tel Link Phone system.

Dear PLS,

I am currently being housed at MCI Norfolk and have been for over 2 years. Ever since GTL's system has been installed I have had problems getting in touch with my loved ones. Here is a list of some of the many problems that occur:

1) I make a call and my pre-paid account balance is $24.75. Then I make another call, but the recording says I don't have sufficient funds in my pre-paid account. And it keeps saying that until the following day.

2) The recording skips or delays so long that my loved ones can't even accept the call, so I have to call again and again to get through.

3) I'll dial a number, but the recording tells me all circuits are busy. Sometimes it takes a half an hour to finally get through.

4) My account balance is not always accurate and the calling rate is already too expensive.

I don't know if there is anything you can do, but the phone is very important for staying in touch with family and friends. There is already enough discouraging forcing trying to pull our families from us, I'd hate for an insufficient phone system to have that ability as well.

Thank you for your time and attention to this matter.

Respectfully,

[signature]