6/26

To Whom It May Concern,

I am writing this letter in regards to the phone service provided by Global Tel Link to the Mass. DOC. aside from being overpriced (I.E. the same company provides an outside twenty minute call to Rd. inmate's for a flat connection fee of seventy three cents) the system is constantly malfunctioning the recording's skip, calls are dropped and the overall quality of the service is poor, I suggest alternative companies be allowed to bid such as Pay Tel and other's, thank you for your consideration in this matter

Sincerely
Robert Page
W98861

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JUL 19 2012
MASS. DEPT OF
TELECOMMUNICATIONS & CABLE