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MASS. DEPT OF
TELECOMMUNICATIONS & CABLE

Hello, my name is Richard Piper. I am currently incarcerated at Plymouth County Correctional Facility, ID # 50704, Unit A1 Bunk #28.

I have been an inmate for 6 months and I have 6 months more to finish my sentence.

The phone is important to me because I amonly allowed two visits of 1/2 hour per week. My Mother comes one day and my Girlfriend on the other. My mother puts money on the phone for me to talk to my Grandmother once a week because she is unable to visit. Also, my Mother provides canteen money for me. It is difficult for her to maintain the two expenses due to the fact that the phones and canteen amounts are so expensive.

I also have a sister who lives in Florida that I would like to call more often, but the rates are very high.

I have also experienced bad service with calls that get lost, and when I call back, my family still gets charged a reconnection fee. I feel that this is unfair to my family who is paying to talk to me.

Thank you for your attention to this most serious matter. I hope to be kept informed as to any possible changes.

Sincerely
Richard Piper