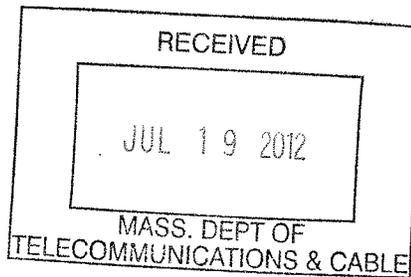


July 17, 2012



TO WHOM THIS MAY CONCERNIN (DTC):

I serve as a spiritual advisor to those incarcerated and my experience has been with the facilities in Worcester County, W Boylston, MCI Cedar Junction, Walpole and Old Colony Correctional Center, Bridgewater, Ma.. The telephone service provider's are Securus and Global Tel Link.

Since I live in New Hampshire it is not practical for me to visit so telephone service is the best alternative for communication and is really essential to being close to the heartbeat of the inmate. Letters and other media while important lack emotional value and depth of oral communication. Telephone service is therefore a critical source for the well being of the inmate.

So what are the problems?.

1. The sound quality is terrible and continues to be that way without repairs or replacement of equipment.
2. The outrageous cost for the service. In Worcester County the minimum cost for one call averaged over \$25.00!!!
3. The inability to speak to a real person (nearly impossible) makes it impossible to have concerns corrected.
4. Their arrogance and the attitude toward the customer....it is their way or nothing.
5. If one has a question and should call, the automated system keeps trying to get you to use their website even though one's particular question cannot be answered. So the call ends up in a needless circular morass of frustration without solution.
6. If one should fund the account and a balance remains the customer loses it after 60 days.
7. Intrusive recordings repeatedly interrupt conversation needlessly and detracts from the limited paid time allowed.

I could continue but enough has been said. Please consider proper regulation and rules that will prevent this abuse and misuse of the public's trust. Families and loved ones must not be prevented by exorbitant prices for a simple telephone call.

Thank you.

Robert Scolly, 13 St. Andrews Way, Londonderry, NH 03053