



JUL 16 2012

Date: July 13th, 2012

To: Prisoners' Legal Services

Attention: Bonita Tenneriello & Lizz Matos

Re: Phone Service

Hi my name is Sokhannary Chea, I have two loved ones who are currently incarcerated. My brother Sokhanara Chea is currently housed at **Shirley Meduim Prison** and their phone provider is "**Global Telephone Link**" and my fiance' Mr. Randell McClain is currently housed at the **Essex County Correctional Facility** in Middleton, Mass who phone provider is "**Securus**".

Due to the fact im working fulltime to provide for the family needs such as shelter, food, cloths, gas and etc. As well being a mother it is hard to travel the distance to visit, especially my brother who is so far away from home. Due to this, telephone become the outlet for support, which helps with the reform of a persons doings and rehabilitation. It is very important to us all because family is important and we can not give up on anyone because of past mistakes.

These prison telephone rates has affected us because at times having to spend on services cuts and other bills needed to be paid. And having a daughter it sometimes take away from being able to take her out.

Please be aware not only are the rates are so high, there always seem to be issues with the calls being dropped, poor connections, intrusive recordings, lack of response to complaints and as well billing problems. Through out these problems were still being charged.

Sincerely,



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