TO: P.L.S.

JUL 02 2012

GTL Issues I HAVE Attempted to Address
Pin.# 773840

S.B.C.C. June 2009 to 413-562-8256, 10AM, from Unit J-3. Every 3 to 5 seconds there was a severe skipping noise making it unable to hear on either end what was being said.

O.C.C.C. July 2010 for 413-210-4043, Money on this account pre-paid from his end was taken ~~as~~ about $23 because my account was inactive while I was on Phone Sanctions for Disciplinary Reasons.

S.B.C.C. Nov. 2011 for 413-786-7233 Money ~~on~~ this account, pre-paid from her end, was taken, about $25, because my account was inactive while I was on "Phone Sanctions" for "Disciplinary Reasons." (NOTE: My ~~extended family~~ and friends are forced to pre-pay a min $25 and then GTL, if not used all up, takes it when ~~used~~ 90 days is up. Now they will not (Family/friends) ~~[illegible]~~ put $ on the phone so I can call. I don't call every person all the time, 90 days for $25 to be used up unfair, a year would be more reasonable.)

Flip ↓

S.B.C.C. April 2012 to 413-562-8257 413-364-1580 in Units H-2 and G-1 after about 10 min the called party just can't hear me. I can hear them clear as day.

S.B.C.C. March 15, 2012 (Same) in unit K-3 Low side Phone

S.B.C.C. March 18, 2012 to 413-562-8257 (see copy Tele. Form)

Signed under the penalty of perjury on March 19, 2012.

Scott A. Deschaine
W87473

RECEIVED
JUL 19 2012
MASS. DEPT OF
TELECOMMUNICATIONS & CABLE

COPY

Massachusetts Department of Correction
Telephone System Discrepancy Form

INMATE NAME: Scott Deschaine

INMATE PIN #: 773840

HOUSING UNIT: K-3 #01 Logside Phone

INMATE SIGNATURE: [signature]

DATE: March 18 2012

PLEASE BE SPECIFIC. ALL INFORMATION MUST BE COMPLETELY FILLED IN.

TELEPHONE NUMBER CALLED: 413-562-8257

INMATE TELEPHONE USED: Seg. K-3 Low Side Phone

TIME AND DATE OF CALL: March 18, 2012 10:30AM

EXACT NATURE OR PROBLEM AND/OR CONCERN: "AGAIN" After about 10min the called party does not hear me, I hear them clear as day. This has been going on for over a month to both of the phone numbers I call

THINGS THAT MAY DISCONNECT YOUR CALL:

- OTHER PARTY ACCEPTS A CALL WAITING TONE.
- OTHER PARTY TRYING TO MAKE A THREE WAY CALL.
- PLAYING WITH THE BUTTONS, SWITCHHOOK OR RECEIVER DURING CALL.
- ANSWERING MACHINES
- ALL 800 AND 900 NUMBERS
- ANY NUMBER THAT DOES NOT ALLOW COLLECT CALLS.
- HESITATING MORE THAN 4 SECONDS BETWEEN NUMBERS WHILE DIALING.

copy, Scott Deschaine
Prisoners Legal Services

"GTL USE ONLY"

DATE RECEIVED: / /

REPLY:

RECEIVED
JUL 19 2012
MASS. DEPT OF TELECOMMUNICATIONS & CABLE

MASSACHUSETTS DEPARTMENT OF CORRECTION
INMATE TELEPHONE SYSTEM
TROUBLE REPORT FORM

ATTENTION! THIS FORM MUST BE COMPLETELY FILLED OUT OR YOUR CONCERN MAY NOT BE PROPERLY ADDRESSED.

INMATE NAME: Scott Deschaine INMATE PIN #: 773840

COMMITMENT #: W81473 UNIT: L-3

INMATE SIGNATURE: [illegible] DATE: April 17, 2012

INMATE TELEPHONE NUMBER L-3's only Phone TIME CALLED 10:30AM

TELEPHONE NUMBER CALLED 413-210-4043 DATE CALLED April 15, 2012

EXPLANATION OF TROUBLE: (BE SPECIFIC AND INCLUDE DETAILS)

There was a slight buzz for the first 10 minutes (about) then all the sudden the buzz got so loud. I couldn't finish the phone call.

RESOLUTION OF TROUBLE / CONCERN

SYSTEM ADMINISTRATOR: DATE RESOLVED: