To whom it may concern:

My name is Shawn Kane and I am currently incarcerated at MCI-Norfolk. I have alot of family & friends that I stay in contact with via the telephone. G.T.L. phone system has been making the telephone experience a nightmare for myself and family, and friends. Let me explain; I will attempt to make a local call (pre-pay), by dialing the number, listening to a long recording, then hearing an automated voice tell me "Sorry, all circuits are busy". This will continue for between 3-10 attempts. So to make a 20 minute local call costing $2.30 I have to dial for about 15 minutes.

Also, my family tried to set up a pre-paid account and the system kept hanging up on them. These situations and many more ~~having~~ been going on for a long time now. Too long.

RECEIVED
JUL 19 2012
MASS. DEPT OF
TELECOMMUNICATIONS & CABLE

Respectfully,

Shawn Kane (W67178)