

The Commonwealth of Massachusetts

HOUSE OF REPRESENTATIVES
STATE HOUSE, BOSTON 02133-1054

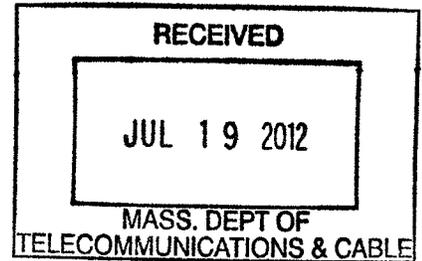
Chair
Tourism, Arts & Cultural Development

SARAH K. PEAKE
STATE REPRESENTATIVE
4TH BARNSTABLE DISTRICT

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July 19, 2012

Commissioner Geoff Why
Massachusetts Department of Telecommunications and Cable
1000 Washington St, Suite 820
Boston, MA 02118-6500



Dear Commissioner Why,

I am writing to you to express concern over the cost and reliability of the Securus system that is used for inmate phone calls at the Barnstable County Correctional Facility. These issues have been brought to my attention by constituents and I respectfully request you make every effort to ensure the reliability and affordability of inmate phone calls:

- Fees: My constituents who have loved ones in the facility were charged numerous monthly fees, connection fees, and land line connection fees. Some have seen their phone bills reach upwards of \$900. These charges are unfair and families should not have to face financial hardship just to speak with an inmate.
- Reliability: Even after paying the above mentioned fees, the phone system is unreliable and connections are poor and erratic. For example, a father who has a son in the facility was not able to get in contact with his son for days on end because of a problem with the Securus system. His son would call, my constituent accepted the call, however, it would not go through, and they were cut off from each other.

As you can see by the above examples, friends and families of inmates are subject to large fees and unreliable service. The expense and unreliability combine to create a virtual, if not actual bar to telephone communication.

I respectfully request that you give every consideration to these issues and work to correct the flaws inherent in the Securus system. I also ask that you make the necessary changes to improve the inmate phone system so that it is more reliable and affordable for the residents of Barnstable County.

Sincerely,

Sarah K. Peake

cc: Sherriff James M. Cummings, Barnstable County