

JUNE 19, 2012

DEAR SIRS:

MY NAME IS THOMAS ESTEP AND I AM A PRISONER HOUSED AT THE MASSACHUSETTS CORRECTION INSTITUTION NORFOLK. I HAVE EXPERIENCED MULTIPLE OCCURRENCES OF TWO MAJOR PROBLEMS WITH THE TELEPHONE SYSTEM AT THIS INSTITUTION. ONE OF THE PROBLEMS IS THAT CALLS WILL BE TERMINATED FOR NO APPARANT REASON WHICH REQUIRES REDIALING AND INCURRING THE ADDITIONAL EXPENSE OF THE FIRST MINUTE SURCHARGE. THE OTHER PROBLEM IS THAT AT TIMES THE COMMUNICATION IS ALMOST IMPOSSIBLE TO UNDERSTAND BECAUSE THE WORDS ARE CHOPPED AS I AND THE CALLED PARTY ARE TALKING. IT IS LIKE THERE IS AN OSCILLATION OF THE TRANSMITTED VOICE BETWEEN AN ON AND AN OFF OF THE SIGNAL.

THANK YOU VERY MUCH FOR ANY ASSISTANCE YOU MAY BE ABLE TO PROVIDE IN RECTIFYING THE ABOVE LISTED DISCREPANCIES.

RESPECTABLY SUBMITTED,
Thomas Estep

