To: Prison Legal Services
From: Inmate Underwood #271075
Re: Phone services, Cost at ECCF.

JUL 13 2012
RECEIVED
JUL 19 2012
MASS. DEPT OF
TELECOMMUNICATIONS & CABLE

Sir / Mam

I'm presently housed in Essex County Correctional Facility. I'm writing in reference to the cost of the phone services supplied by Securus Tech and the problems with said services.

First, I will like to address the cost. I call my mother who live in Washington D.C. For every $50.00 we place on the phone through Securus tech we get four (4) calls. My mother is 80 years old and is on social security. She "makes" me call by saying she worries and can't sleep. I've lied several times telling her I couldn't get to the phone. That's too damn much money and she will do what ever to keep it on. Recently I had to buy a local phone and send it to her to cut cost. We pay $95.00 a month now. $45.00 to keep the phone on and $50.00 for the phone services. We get ten calls now but this is still to much! Manytimes the phone cuts off (drop calls) and I have to call back. This is money down the drain. We have no choice but to use this

Services. There is no competitive market. With the cost of the phone and canteen here at K.C.C.F its so expensive.

I know it effects her and my sisters and brother who I also call. I'm not even allowed to call them (Sister/Brother) and have them three way to my Mom. This way would be cheaper since I could speak to the at one time. Its like being robbed with out a gun! I really upsets me and make me angry! My mother is my world and for me to cause her hurt by calling her or not calling her is frustrating.

Valentine Underwood