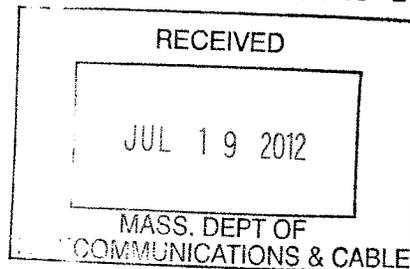


Wesley A. Ballum W-98019
Old Colony Correctional Center
1 Administration Road
Bridgewater, Ma. 02324

Alphonse Kamanzi
Prison Legal Services
10 Winthrop Square, 3rd floor
Boston, Ma. 02110

June 29, 2012



Alphonse,

Doesn't it figure the day the FAMM notice came out, and I'm sure the DOC didn't put it out, I have another disconnect by way of three way calling detection by non-other than the incompetent Global Tell link blunder. The issue here it's not that we have three way calling because we DO NOT. Global Tell link has a habit of disconnecting inmates from their phone calls so that the inmate calls back and GTL makes more money on the reconnect. This happens way too much and no matter what you do, fill out a phone trouble sheet or you file a grievance, the trouble you go through isn't worth your effort. GTL banks on that and so does the Department of Corrections who after all makes money off the overall total amount of moneys spent and collected by the inmates and GTL.

I thought and I've read that the mission for the D.O.C. is to help the inmate population become better people through things like family and social involvement, communication and connection. Not make matters harder for those of us who still have family and friends by costing not only us the inmates more but, continuing to cost and treat our family and friends like their banks, a source of financial gain.

I Wesley A. Ballum hereby authorize Alphonse Kamanzi and any representative of Prison Legal Services to research this and any other phone blunder on my personal phone line through Global Tell Link Pin Number 364215. The above blunder took place on June 27, 2012 @ 8:50 to 9:25 Pm on phone #6 at Old Colony Correctional Center in unit A-2.

If there is anything else I may provide to you please don't hesitate to contact me at the above address.

Sincerely,

Wesley A. Ballum

Massachusetts Department of Correction
Telephone System Discrepancy Form

INMATE NAME: Wesley Ballum
INMATE PIN #: 364215
HOUSING UNIT: A-2 M-8
INMATE SIGNATURE: Wesley A Ballum
DATE: 6/27/12

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

TELEPHONE NUMBER CALLED: 508-837-4580

INMATE TELEPHONE USED: #6

TIME AND DATE OF CALL: 6/27/12 8:50 PM - 9:25 PM

EXACT NATURE OR PROBLEM AND/OR CONCERN: call cancelled for 3 way calling. Return my Money?

Again, we do not have 3 way calling
your system is faulty ☹️

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.

"GTL USE ONLY"

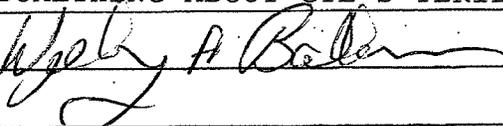
DATE RECEIVED: 1 / 1

REPLY: _____

COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF CORRECTION
INMATE GRIEVANCE FORM

INMATE'S NAME: Wesley A. Ballum	INMATE'S #: W-98019	DATE: 6/28/12
INSTITUTION: Old Colony Correctional	DATE OF INCIDENT: 6/27/2012	
INSTRUCTIONS: 1. Refer to 103 CMR 491, Inmate Grievance Policy. 2. In Block B, give a brief and understandable summary of your complaint/issue. 3. List any actions you may have taken to resolve this matter in Block C. Be sure to include the identity of staff members you have contacted. 4. Provide a Requested Remedy in Block D.		
A. When filing an Emergency Grievance check Emergency. <div style="text-align: center;">_____ EMERGENCY</div>		
B. Give a brief and understandable summary of your complaint/issue. Additional paper may be used, if necessary. On 6/27/12 @ 8:50 to 9:25 I placed a call to my daughter. Somewhere in that time frame GTL (most incompetent company I know) interrupted with three way calling has been detected. <u>NO one has three way.</u> I had to call back .This happens way to much. The D.O.C. is responsible for its providers performance and or the lack of, see how the D.O.C. makes money off the GTL contract much as a Supermarket makes money on shelf space from product they sell. GTL's detection system is faulty at best and only reacts to certain noises the computer recognizes. Its truly a faulty system and unfair to those who have to use it. This cost me more money and isn't fair or just.		
C. List any action taken to address/resolve this matter. Include the identity of staff members you have contacted. I have filed a phone complaint slip in the past with no response		
D. Provide your Requested Remedy. I would like my money back and I want the D.O.C to look into GTL's practice of this problem and how they fail to address issues. I do not want another dog and pony show. PLEASE DO SOMETHING ABOUT GTL'S TERRIBLE PERFORMANCE.		

Inmate's Signature



Date:

6-28-12

Staff Recipient

Date:

****DENIED GRIEVANCES MAY BE APPEALED TO THE REVIEWING AUTHORITY WITHIN 10 BUSINESS DAYS.**

(Inmate receipts/responses will be generated via the Inmate Management System.)