

Mr. Wayne Boston
2 Clark Street
P.O. Box 43
Norfolk, MA 02056

JUL 16 2012

July 9, 2012

Department of Telecommunication and Cable
1000 Washington Street, Hearing Room E
Boston, Massachusetts 02108

RE: Prison Telephone Rates and Quality of Service

To whom it may concern at D.T.C.:

I am presently incarcerated at MCI-Norfolk. Our telephone provider is Global Tel Link (GTL). The telephone service is very important to me and my family, many of which live outside of the State of Massachusetts. So most of our communication is done via the phone. It is very difficult at times to maintain strong family ties while incarcerated, and the phone service is the life line into society should anything go wrong concerning my health.

Some of the problems and concerns I have are as follows:

I experienced several dropped calls (that I end up paying for until I hang-up).

The phones regularly break-up and you cannot hear the called party or vice-versa.

The phones breakdown regularly and repairs take months.

Often times, family and friends, have to be called several times before the automated machine starts and the called party can press "0".

Finally, I would also like to be told everytime I am being charged a surcharge for using (GTL). In addition to requesting (GTL) to lower rates as their service is of poor quality.

I thank you in advance for hearing my concerns.

Sincerely,



Wayne Boston

