

January 8, 2015

Marlene H. Dortch, Secretary  
Federal Communications Commission  
445 12th Street SW  
Washington, DC 20554

Re: WC 12-375

Dear Ms. Dortch:

I am writing in response to the FCC's call for comments about their proposed new rules for prison phone regulations. The Commissioners asked about intra-state rates, and I would like to share my experience, which exemplifies the unfair current distinction between in-state and interstate rates.

My son has been incarcerated in the Hays County Jail in Texas since January of 2014. I live in Rhode Island, but Securus Technologies still charges me \$10.99 for a 15-minute call with my son. I lived in Texas for 12 years, and obtained my cell phone number (my only phone) there, so I have a Galveston, Texas area code (409), which, in the hands of Securus, results in these high rates. But if I had a RI area code (401) on my phone, I would be paying a much more reasonable rate of \$3.15 for 15 minutes.

Unfortunately, I am charged \$7.84 extra per 15 minute phone call by Securus simply because my phone still has the same area code I had when I lived in Texas (in-state rate). This unfair practice must end. This company, Securus Technologies, is profiting on the backs of family members who wish to keep in contact with their incarcerated loved ones.

To add insult to injury, Securus also charges me an additional monthly amount of \$3.99 as a "wireless administration fee", *and* each time I add money to the phone account I am charged a further \$7.95.

Interestingly, a video chat, though of poor quality, is only \$5 for 25 minutes through the same company, Securus. Rates are the same, regardless of the state in which one lives. So clearly the company does not need to charge so much more for a phone call. Unfortunately, a video chat must be set up at least 24 hours in advance, and is nonrefundable; also, it can only be set up on the family's end, not on the incarcerated individual's end.

I know my experience gives you just one example, but this is about more than just my family; studies have documented that inmates whose families are involved and in contact throughout incarceration are more likely to have a successful outcome when they are released. Please help family members remain in contact with their

loved ones by making phone rates fair and reasonable across the country in both jails and prisons.

Thank you.

Sincerely,  
Joanne Jones  
6 General Hawkins Drive  
Warwick, RI 02888