

Form 2000B – Billing, Privacy, or Service Quality Complaint SEP 24 2012

Consumer's Information:

S.I.F.C. Mail Room

First Name: Allison, K. Last Name: Arnold #6653923

Company Name: N/A
(Complete only if you are filing this complaint on behalf of a company or an organization.)

Street Address or Post Office Box Number: 2605 State Street

City: Salem State: Oregon Zip Code: 97310

Telephone Number (Residential or Business): () - - - Ext: -

E-mail Address: N/A

***** ANSWER EACH QUESTION THAT APPLIES TO YOUR SPECIFIC COMPLAINT *****

1. Telephone number(s) involved (including area code): 503-203-8931 Ext: -
() - - - Ext: -

2. What is the name of the telephone company, wireless carrier, or other company that is the subject of your complaint? Telmate

3. What is the account number that is the subject of your complaint? 2304236

4. If you are disputing charges on a telephone bill, complete the following:

a. Disputed amount: \$ -

b. Have you paid any of the disputed charges? Yes No

c. Did the billing company adjust or refund the disputed charges? Yes No

d. If yes, what was the amount of the adjustment or refund? \$ -

e. Are the disputed charges related to additional services? Yes No

If yes, please explain: - - - -

5. For billing and non-billing complaints (including privacy and service quality issues) please provide the details of your complaint or any additional information below:

The Complex nature of Telmate's Collect Call policy, By design, caused the customer out of sheer frustration to switch to Pre-Paid service. See attached letter.

Dear F.C.C.

I'll Begin with the "30 day period" issue. You are allowed 8 calls in the 30 day period. As an inmate, I used the question and complaint voicemail service provided by Telmate to try to get some answers as to why I was having calling issues. Telmate would not answer any of the questions I asked them in regards to their collect call policies. Specifically their "30 day period" policy structure. If you do not log the exact date and time of your first and subsequent calls, it is possible to never be able to make a successful collect call due to penalties. Also, what I call "False call status" has been going on. I would call my mother using the phone in the Lieutenant's office and tell her to stand-by. I would then call her on the Telmate phone getting the message that "my call was not answered." I would then call her back, again using the Lieutenant's phone, and she would tell me that the phone never rang. Those attempts cost me one of my 8 allowed calls each time. This can be verified by Lt. Taylor, Mill Creek Correctional Facility.

Telmate phone rules and instructions are posted in all phone areas but nowhere in the literature is there anything regarding collect call use or policy.

For an attempted call using pre-paid service there is no penalty if unsuccessful. Using collect services, an unsuccessful attempt at the wrong date and time can result in a person losing 2 of their 8 allowed calls for the "unknown" 30 day period.

With pre-paid service the Company can sit on a persons unused balance and collect daily interest from the bank. I believe that this is their motivation behind making collect calling so frustrating. My solution to this problem is threefold. Have the "30 day period" coincide with the standard 30-day billing cycle, raise the number of allowed calls up to 10, and attempted call don't count against you.

Thank you for your time and consideration in this matter. I will be eagerly looking forward to your response.

Sincerely,
Allison Kenneth Arnold #6653923
Mill Creek Correctional Facility
2605 state street
Salem, Or 97310

Page 2 of 2

This is a public comment for the Wright Petition
(C.C. Docket # 96-128)

Received & Inspected

SEP 24 2012 9:12:12

FCC Mail Room

Dear Chairman Genachowski,

I am writing to you in order to call attention to the outrageous phone prices within prisons. As it stands now, it costs \$6.00 for a 15 minute call to my family which lives an hour away. The mere fact that we are also charged for the time it takes for our family to listen to the pre-recording and accept, adds to the outrageousness because it means we really only get 13 1/2 minutes for \$6.00.

Most in prison chose a lifestyle for which they should be punished. However, most families of prisoners are law abiding citizens that pay taxes. Their only crime is that they love someone that made a bad decision which led to them being incarcerated. For them to be exploited, with outrageous phone prices, in order to talk to their loved ones is wrong. It merely points out the greed of a corporation that capitalizes off of a people's love. A people which, by in large, are overwhelmingly lower income families.

My mother is 61 years old, single, disabled, and without a car. She lives off of S.S.I which is \$637 a month. She suffers from depression, and the only happiness she gets is talking to me on the phone. Because she has no car, it has been 28 months since she has seen me. So the only way for us to communicate is by phone. Only, the outrageous phone prices mean that she has to save up for two months in order to get one phone call from me, which only lasts for 13.5 minutes. This is a shame. How many others are in the same position? Who will stand up for them?

90% of prisoners will one day be released from prison. I find it ironic that prisoners are viewed as predators that prey on the weak. Yet, when they are sent to prison they and their families are then preyed (continued on 2nd pg.)

②

upon by corporations and exploited. This exploitation can serve to fracture family ties further. Which means that upon release from prison, these frustrated family ties means no support system for those that are released. With no support system, coupled with the fact that prisons have gone away from rehabilitation, it makes it more difficult for the prisoner to be free from his past lifestyle. Adding to a fracture of family ties will only serve to create future victims of crimes.

It would serve society better to strengthen family ties of prisoners. Unfortunately, you can only help with making phone calls reasonably priced. This will be a significant start at showing that the government is for strengthening family ties of prisoners. We need to recognize that the majority of crimes committed in this country are due to economics. While the majority of the blame should be on the prisoners, due to their choices, these corporations, and their exploitations, along with the government turning a blind eye to it, are not blameless. We ALL need to play a part in correcting this problem, it is not just on prisoners.

Thank you for your time, and consideration.

Sincerely,
Erik S. Maloney

ERIK S. Maloney #149284

A.S.P.C. Florence/EAST H-3'20

P.O. Box 5000

Florence, AZ 85132

Rick Bonillas, Jr., #115905

Arizona State Prison

Complex-Florence

East Unit, PO Box 5000

Florence, AZ 85132

Received & Inspected

SEP 24 2012

FCC Mail Room

Re: "This is a public comment for the Wright
petition"

Dear Chairman Genachowski,

Phone calls are extremely expensive, which means I have almost zero communication with my family and friends - it's too expensive for me and too expensive for the ones I want to call.

For as long as I have been in prison - 18 consecutive years - my state pay checks have been based on a $.35^{\text{¢}}$ pay wage. After I pay "taxes" I end up with a pay check that's about \$15. It takes two weeks to earn this.

This is my point:

This isn't enough of an income to do this and support myself. It's not realistic. It's also unrealistic for my friends and family to pay \$5 for a local call!

I hope this letter works as another reason to enable the Wright petition.

Also, thank you for your efforts to make life equal. Have a great day. _____

Sincerely,

A handwritten signature in black ink, appearing to read "R. G. B. J.", with a stylized flourish at the end.

Rick Bonillas, Jr.

Craig Saunders
D.O.C. # FS1684
S.C.I. Rockview
Box A
Bellefonte, Penn. 16823-0820

September 17, 2012

Chairman Julius Genachowski
Federal Communications Commission
Public Comments
445 12th Street, SW
Washington, DC 20554

Received & Inspected

SEP 24 2012

FCC Mail Room

Re: Wright Petition (CC Docket #96-128)

Dear Chairman Genachowski:

This is a public comment for the Wright Petition (CC Docket #96-128). I have been personally and severally effected by the high cost of prison phone calls. To call family members outside of my home state of Pennsylvania, it cost approximately \$12.00 for a 15 minute phone call. For 15 minute phone calls within the state, they are about \$5.00. Not only are the cost extraordinarily high, but the prison administration restricts our family's ability to reduce the cost by using services like "Google Voice" numbers, which would allow us to make calls at local rates. In the 10 years that I have been in prison, these calls have cost me and my family thousands of dollars. There is no justification for charging prisoners rates higher than the rest of society.

Thank you for your time and attention in this matter.

Respectfully Submitted,



Craig Saunders

cc: file

Received & Inspected

SEP 24 2012

FCC Mail Room

9-16-12

Chairman Julius Genachowski
Federal Communications Commission
Public Comments
445 12th Street, SW
Washington, DC #20554

Dear Chairman Genachowski:

This is a public comment for the Wright Petition (CC Docket #96-128).

The other day I heard the attorney general of Michigan warning gas stations about "gas price gouging". I thought to myself, 'what about the phone gouging, the mp3 gouging, and any other price gouging that can be laid on us, doesn't he care?' Before the thought ended I smiled and said "No Way." I realize that prison is a money farm. That's why they don't want to do right by the people that live in here; prisoners & our families. The worst of these examples is the high cost of the phone calls for us and our families.

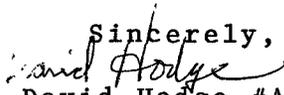
Calls use to cost about \$9 each, then something happened a few years back and for a year calls only cost .10\ a minute. But then some one must have figured that was too low, because after that year was over it went up to about .25\ a minute, a 250% increase. I make about \$22 a month carrying a yellow bucket. So if I make a 10 minute phone call, I have just spent roughly 10% of my monthly income.

My sister and brothers always ask, "why don't you call more, your nieces and nephews want to talk with you." When calls were only .10\ a minute, I was able to tutor my nephew to a GED--that felt really good.

Now it is financially impossible for me to maintain close ties with all of my family, so I do what I can. This gap will have to be filled when I am released from here in a short time. So I will be able to get myself a new "calling plan". But what is being done is nothing short of deliberate family separation. The phone company could make their money and give the MDOC their required kick-back by charging less for call and thereby having more calls made. Their profit would come off of the volume of calls. But to all but destroy communication between some of the poorest people in the country, prisoners and their families, is just a ruthless business practice.

You know that old saying about power and how it corrupts, and how absolute power corrupts absolutely? Well you are looking at an example of that here. The intervention of the FCC is implored. Please helps us.

Sincerely,


Wm David Hodge #A166300
Kinross Corr. Facility
16770 Water Tower Dr.
Kincheloe, MI. 49788

September 11, 2012

Received & Inspected

SEP 24 2012

FCC Mail Room

Chairman Julius Genachowski
Federal Communications Commission
Public Comments
445 12th Street, SW
Washington, DC 20554

RE: "This is a public comment for the **Wright** petition (CC Docket #96-128)."

Dear Chairman Genachowski:

Thank you very much for taking interest in the outrageous problems we are experiencing in the prison phone systems.

Our current phone system here at CDCr is nothing but unfair and unjust. As you will quickly be able to see from the letters I've included I have, along with many other inmates have been being tramitized and taken advantage of for a long time. This is all being done by a soleprovider Global-tellink.

Ever since I've come to prison I have been having an extremely hard time maintaining contact with my family, or anyone else I try to call. We cannot contact anyone unless they have previously set up and maintained an account with Global. And they make it hard to initialy set up an account

With todays technology almost all people have cell phones that don't except collect calls, therefore we cannot call. Many times inmates need to call parties that don't have an account with Global, and can't.

We need to have a prepaid phone card system. This would abolish all the problems were having. It would cause no security risk, every thing else will still be in place. I have tried to contact them on several occasions to offer them suggestions and let them know about all the stress their company causes and they have never had the common courtesy to return any of my letters.

Any help you can provide in this much deserved campaign will greatly be appreciated. Please let me know what else I can do to help.

Sincerely,



Randy D. Pierce
F-48204 C4 212u
P.O. Box 8500
Coalinga, Ca 93210

RANDY D PIERCE

F-48204 c2 134v
POB 8500
Coalinga, Ca 93210

BUSINESS, PROFESSIONS AND CONSUMER PROTECTION,
Capitol bldg. Room 3013
Sacramento Ca 95814

Dear Sir or Madam,

As an inmate in the California State Prison system and a citizen of the state, it is my duty to inform you of the problems involving the telephone system and it's current provider, Global Tel-Link. Global institutes policies and procedures which are ineffective and unjust. As we are forced to deal with this company for phone service, I believe a sincere attempt should be made to rectify the situation.

Inmates have very little in the way of resources and, due to Global's policies, it is almost impossible to maintain positive connections with family, friends, employers and the community at large. Such connections are imperative for a successful reintergration into society once our sentences have been completed.

We are currently unable to place collect calls to anyone who has not first established an Account with Global and paid a \$100. security deposit. This severely limits an inmates ability to maintain contact with the outside world. We should be allowed to place collect calls to whomever we wish as long as the recieving party is willing to accept the charges. In the alternative, allowing the use of prepaid calling cards along with direct dial privileges would allow inmates to establish and maintain contacts with the community at large.

Another issue that arises frequently when an inmate attempts to remain connected with the community is that calls to cell phones are automatically blocked. Since the cell phone is now a more popular choice than a landline, it is fast becoming impossible to call many friends and relatives. In order to call these people, they must maintain two separate phone systems. This is not a practical solution for many people in today's economy and is extremely counterproductive.

Any help or insight you can offer in this matter would greatly be appreciated. Thank you for taking the time to consider the matter put forth in this letter.

Sincerely,

Randy D Pierce

Randy D Pierce
F-48204 C2 134
POB 8500
Coalinga, Ca 93210

To CEO Global Tel-link,

This is a formal complaint regarding your company's customer service representatives as well as its policies and procedures dealing with the setting up of accounts. You have caused me much stress and heartache to date and there are many inmates in the California State Prison system that have been treated just as poorly by your company.

In 2008, my mother Lorene J. Haddy, went through the process of setting up an account with you so that I could call her collect. This process took several months and my mother was required to place a \$100. deposit on her account. This deposit was required even though my mother maintained home and business telephone services for over 50 years and had never received a disconnect notice.

After only two collect calls lasting 15 min. each, your company placed a block on the line. She attempted to have the block removed but had nothing but problems when dealing with your customer service. The block was never removed.

My mother then became very ill and found it extremely hard to write to me. She needed to be able to talk to me so she attempted once more to have the block removed from her line. She understood that her account was reactivated and that the block had been removed. She sent me a note advising me that I should now be able to make collect calls again, however the block was still in place, this was in early 2011. Due to the ineffectiveness of your customer service department, we were never able to have the block removed.

NOW IT'S TOO LATE. My mother passed away and your business practices have cost me the opportunity to speak with my mother and comfort her during the last few months of her life. I am extremely sad and heartbroken not to mention angry that I was unable to speak with her while a terminal illness slowly took her away from me.

Because of your policies and practices regarding the establishment of accounts and the payments of deposits, I am still unable to place calls to the rest of my family, and this is very upsetting and is what truly hurts my heart.

We as inmates in California State Prisons, should be able to place calls to anyone we wish and have them billed collect. This sort of policy change would enable all of those concerned to avoid all of the problems that arose in my case.

Would you please provide me with a copy of your policies and an explanation as to why it is so difficult for reliable telephone customers to get service. I would also like to know why I am not allowed to place collect calls to whomever I wish.

Sincerely,

Randy D Pierce

Received & Inspected

SEP 24 2012

FCC Mail Room

Jacques Villafana *1185491 62-213

LVCC

1607 Planters Rd.

Lawrenceville, VA. 23868

9.13.12

Chairman Julius Genachowski

Federal Communications Commission

Public Comments

445 12th Street, SW.

Washington, DC 20554

RE: This is a public comment for the wright petition (cc docket # 96-128)

Dear Chairman Genachowski,

The rate of prison calls are extremely high. I am incarcerated in Virginia and the closest relative that I am able to call lives in New York City.

Due to lockdowns and policy changes with this facility's administration informing my family of changes oftentimes comes at a loss. Many times in their attempt to visit, I would receive their correspondence after the weekend visitation. It has been by the grace of God that at times they were even allowed to visit. If the rates were competitive, a scheduled phone call would have saved time and traveling expenses.

With new technology on the rise, few of my relatives have land lines and having to pay an exorbitant amount for fees from calls from prison tacked on to their cellular contract is overwhelming.

DEAR CHAIRMAN

CC DOCKET #96-128 THE

HIGH COSTS OF PRISON PHONE CALLS AND

Received & Inspected

SEP 24 2012

MY FAMILY DID LAWYER'S GOT

FCC Mail Room

MUCH FOR CALLS COMING FROM ME I HAVE

NOW BEEN LOCK-UP 28 YEARS DID THING WAS

NOT THIS HIGH WHEN I GOT LOCK-UP AND

IT IS VERY HARD ON MY FAMILY TO KEEP

PAYING THE HIGH COST, I AM LEONARD

J. KIDD AND I AM AT STATEVILLE PRISON

IN ~~STATEVILLE~~ JOLLET ILL.

SINCERELY

LEONARD J. KIDD

1423646

F-239

9-13-12

This is a Public comment for the
wright petition (cc Docket # 96-128).

Received & Inspected

SEP 24 2012

FCC Mail Room

Dear chairman Genachowski,

The High Phone costs in the ~~state~~
MI, D.O.C. Has made it increasingly
difficult to stay in contact with my friends
and family. only a little over a year
ago it cost \$1.50 for a 15 min phone
call. Now however the cost has almost ~~about~~
~~about~~ ~~to~~ doubled to \$2.88 a phone call.
I now find it difficult to call home once
a week. It is a statistical fact that those
with strong connections with family have a
much higher likely hood of getting out and
staying out of prison. Please help us to
reduce the phone ~~cost~~ price of phone calls.
Thank you for your time. I would also
like to apologise for my poor grammar skills.
Thank you again.

Marc Hendricks
MARC Hendricks
MDOC # 788596