

Via Electronic Comment Filing System

March 6, 2013

Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

Re: *Petition for Declaratory Ruling filed by Securus Technologies, Inc.,
WC Docket No. 09-144*

Dear Marlene H. Dortch:

Millicorp is filing this *ex parte* letter to inform the Federal Communications Commission (“Commission”) of recent developments related to its consideration of the pending Securus Technologies, Inc.’s (“Securus”) petition for declaratory ruling (“Petition”) in Docket No. 09-144 and to urge Commission action in this proceeding.¹ The Petition has been pending before the Commission since July 24, 2009. During this period of more than three and a half years, tens of thousands of the friends and family members of inmates needlessly have been deprived of the benefits of Voice over Internet Protocol (“VoIP”), including the substantial cost savings that can be derived from this increasingly mainstream technology. The record in this proceeding amply demonstrates that Commission inaction causes daily financial and emotional harms to inmates and their call recipients, who often are among the most vulnerable segments of society.

Securus’ Petition requests the Commission to authorize call blocking by inmate calling service (“ICS”) providers, and the Commission has not granted this request. Nevertheless, while the Petition remains pending, Securus and Global Tel*Link Corp. (“GTL”) continue to aggressively block inmate calls to customers of Millicorp’s ConsCallHome (“CCH”) service despite the Commission’s long-standing prohibition on call blocking by common carriers, which was yet again affirmed in the Commission’s recent *Call Completion Notice of Proposed Rulemaking* (“*Call Completion NPRM*”).² The Commission should not permit ICS providers to

¹ Petition for Declaratory Ruling filed by Securus Technologies, Inc. (filed July 24, 2009) (“Securus Petition”).

² *Rural Call Completion*, WC Docket No. 13-39, Notice of Proposed Rulemaking, FCC 13-18 (rel. Feb. 7, 2013) (“*Call Completion NPRM*”).

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unilaterally determine whether to comply with fundamental Commission policies based on whether it is in their financial interest to do so.

THE COMMISSION AGAIN RECENTLY AFFIRMED ITS LONGSTANDING POLICY PROHIBITING CALL BLOCKING BY COMMON CARRIERS

As the record in this proceeding reflects, longstanding Commission policy prohibits common carriers such as ICS providers from blocking calls absent express Commission approval of such call blocking.³ This policy once again recently was reaffirmed by the Commission in its *Call Completion NPRM*, which addresses problems with the completion of long-distance telephone calls to rural customers. As the *NPRM* notes, “the Commission has stated unequivocally that traffic may not be blocked, choked, reduced, or restricted.”⁴

The *NPRM* cites Commission decisions dating back 25 years to emphasize the fundamental nature of its policy prohibiting call blocking by common carriers,⁵ and lists a variety of more recent actions that the Commission has taken to emphasize and enforce this policy, including:

- The issuance of a 2007 declaratory ruling by the Wireline Competition Bureau clarifying that no carriers, including interexchange carriers, may block, choke, reduce, or restrict traffic in any way.⁶

³ See *Ex Parte* letter from Phil Marchesiello, Wilkinson Barker Knauer, LLP, counsel for Millicorp, to Marlene H. Dortch, Secretary, FCC, at 7-8 (filed June 17, 2011) (citing *Establishing Just and Reasonable Rates for Local Exchange Carriers, Call Blocking by Carriers, Declaratory Ruling and Order*, 22 FCC Rcd 11629, 11629 ¶ 1, 11631 ¶¶ 5-6 (WCB 2007) (“2007 Call Blocking Order”) for the proposition that “Commission precedent does not permit unreasonable call blocking by carriers” and “call blocking is an unjust and unreasonable practice under section 201(b) of the Act”) (“June 2011 Millicorp *Ex Parte*”); *Ex Parte* letter from Phil Marchesiello, Wilkinson Barker Knauer, LLP, counsel for Millicorp, to Marlene H. Dortch, Secretary, FCC, at 3-5 (filed March 9, 2012).

⁴ *Call Completion NPRM*, FCC 13-18 ¶ 13.

⁵ *Call Completion NPRM*, FCC 13-18 ¶ 7 n.19 (citing *Blocking Interstate Traffic in Iowa*, FCC 87-51, Memorandum Opinion and Order, 2 FCC Rcd 2692 (1987)); see also *See Securus Petition* at 2 (“Inmate telephone providers are subject to all federal and state regulations applicable to non-incumbent telecommunications common carriers.”).

⁶ *Call Completion NPRM*, FCC 13-18 ¶ 7 (citing *Establishing Just and Reasonable Rates for Local Exchange Carriers; Call Blocking by Carriers*, WC Docket No. 07-135, Declaratory Ruling and Order, 22 FCC Rcd 11629 (WCB 2007)).

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- The September 2011 creation of, and the October 2011 meeting of, the Rural Call Completion Task Force to address and investigate the growing problems associated with connecting calls to rural customers.⁷
- The November 2011 Order reforming intercarrier compensation and the Universal Service Fund, where the Commission “again emphasized its longstanding prohibition on call blocking ... [and] reiterated that call blocking has the potential to degrade the reliability of the nation’s telecommunications network and that call blocking harms consumers.”⁸ The Commission also extended “the general prohibition on call blocking” to VoIP-PSTN traffic, such as the inmate calls relevant in this proceeding.⁹
- A February 2012 declaratory ruling by the Wireline Competition Bureau to clarify the scope of the Commission’s prohibition on blocking, choking, reducing, or restricting telephone traffic, which emphasized that certain call-routing practices may be unjust and unreasonable in violation of the Communications Act of 1934, and may subject the carriers to liability.¹⁰

These recent affirmations by the Commission of its longstanding policy against call blocking further demonstrate that the Commission should take prompt action against the ICS providers’ improper self-help. As the record in this proceeding amply reflects, continued aggressive call blocking by the ICS providers directly harms inmates and inmate call recipients, including the customers of Millicorp and similarly situated companies. ICS providers should not be permitted to continue to flout the Commission’s call blocking prohibition while awaiting a response to the Petition from the Commission. They should not be permitted to leverage the Commission’s delay in acting on the Securus Petition to force out of business companies that are using mainstream VoIP technology to benefit the public merely because the ICS providers find such companies’ business models financially threatening.

⁷ *Call Completion NPRM*, FCC 13-18 ¶8 (citing *FCC Launches Rural Call Completion Task Force to Address Call Routing and Termination Problems in Rural America*, News Release (rel. Sept. 26, 2011)).

⁸ *Call Completion NPRM*, FCC 13-18 ¶9 (citing *Connect America Fund*, et al., WC Docket No. 10-90 *et al.*, Report and Order and Further Notice of Proposed Rulemaking, 26 FCC Rcd 17663, 17903, 18028–29, ¶¶ 734, 973–974 (2011) (*USF/ICC Transformation Order*), *pets. for review pending sub nom. In re: FCC 11-161*, No. 11-9900 (10th Cir. filed Dec. 8, 2011)).

⁹ *USF/ICC Transformation Order* at 18028-29, ¶¶ 973-974.

¹⁰ *Call Completion NPRM*, FCC 13-18 ¶10 (citing *Developing a Unified Intercarrier Compensation Regime, Establishing Just and Reasonable Rates for Local Exchange Carriers*, CC Docket No. 01-92, WC Docket No. 07-135, Declaratory Ruling, 27 FCC Rcd 1351, 1352 ¶ 4, 1355 ¶ 11 (2012)).

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SECURUS AND GTL CONTINUE TO EXPAND THEIR ILLEGAL CALL BLOCKING PRACTICES TO THE DETRIMENT OF THE PUBLIC

The lengthy record in this proceeding demonstrates that Securus and GTL have engaged in systematic improper blocking of inmate calls to Millicorp's customers. In the absence of any Commission enforcement of its policies against ICS providers to curtail these practices, they only have become more flagrant. Through conversations with its customers, Millicorp closely tracks the ever-changing but always egregious explanations that the customer service representatives ("CSRs") of the ICS providers offer to Millicorp customers when the customers call the CSRs to complain of call blocking.

Recently, Millicorp's customers have begun informing Millicorp that they were told by the ICS providers' CSRs that the ICS providers will block inmate calls to telephone numbers merely because those numbers are owned by Bandwidth.com. (Bandwidth.com is a competitive local exchange carrier and is one of the largest providers of telephone numbers to VoIP providers.) According to the CSRs, if the OCN associated with a telephone number in LIDB reflects that the telephone number is owned by Bandwidth.com, then the ICS provider will assume that the inmate call is being placed to a customer of a VoIP company, such as Millicorp or Google Voice, and, as a result, the ICS provider will block all inmate calls to the number. Moreover, in certain instances, Millicorp's customers have been told by ICS providers' CSRs that inmates will not be permitted to place calls to the customers at any number, including telephone numbers that are not associated with Millicorp, merely because the individual is a Millicorp customer.

These illegal call blocking practices are only the newest tactics being used by ICS providers to prevent the use of VoIP by the friends and families of inmates to reduce the exorbitant expense of remaining in communication with their incarcerated loved ones. The other extraordinary and improper actions of the ICS providers that have been well documented in this proceeding also continue. For example, the ICS providers' CSRs continue to tell Millicorp's customers that Millicorp is a "call forwarding" service and that inmates are not permitted to place calls to call forwarding companies. In fact, Millicorp's CCH service has never provided any call forwarding functionality.¹¹ Inmate calls to CCH customers are terminated only to the

¹¹ Millicorp disabled the native call forwarding functionality of its VoIP platform out of sensitivity to prison facilities' policies against call forwarding of inmate calls. Rather than a call forwarding company, Millicorp has explained at length in this proceeding that it provides IP-enabled and VoIP services. *See, e.g.*, June 17, 2011 Millicorp *Ex Parte* at 5; *Ex Parte* letter from Phil Marchesiello, Wilkinson Barker Knauer, LLP, counsel for Millicorp, to Marlene H. Dortch, Secretary, FCC, Attachment at 2-3 (filed June 16, 2012). Millicorp's CCH service is no more a call forwarding service than such other mainstream VoIP companies as Vonage, Lingo, Broadvoice, Phone.com, Skype, and the numerous other companies (including affiliates of Verizon and AT&T) that provide VoIP services to the general public.

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CCH customers' telephone numbers dialed by the inmates, and the call recipients cannot forward the inmates' calls. Further, according to Millicorp's customers, the CSRs repeatedly have explained to the customers that the ICS providers will not permit Millicorp to "steal" their revenue. Therefore, if the ICS provider completes inmate calls to the customers' Millicorp-assigned local telephone number, the ICS provider will charge the Millicorp customer a long-distance rate.¹² Most outrageously, the CSRs continue to regularly tell Millicorp's customers that Millicorp is a fraudulent company and that use of Millicorp's service is against the law. The CSRs often claim that calls by inmates to CCH customers will result in disciplinary action against the inmates and could result in legal action being taken against the CCH customer—or even the arrest of the CCH customer. Each of these allegations is absurd.

THE RECORD REFLECTS THE SUBSTANTIAL ONGOING HARM TO THE PUBLIC CAUSED BY INMATE CALL BLOCKING BY ICS PROVIDERS

The financial and emotional damage to members of the public caused by ICS providers while the Petition remains pending is real. Since the summer of 2012, Millicorp's customers have filed more than one hundred and thirty comments in this proceeding detailing in their own words their experiences with Securus and GTL. These comments compellingly demonstrate the heartfelt frustration of the friends and family members of inmates caused by the improper practices of the ICS providers. The comments demonstrate that prompt action on the Petition is warranted.

Set forth below are a small sample of the stories shared with the Commission in this proceeding by Millicorp's customers. (Spelling and grammatical errors were preserved in the excerpts set forth herein. Each of these comments is attached in its entirety to this letter.) Millicorp's customer service representatives hear many more such stories from customers every day, most of which choose not to make filings with the Commission.

- "This is the first time [my son] has been away from us in 40 years and it has been so hard on me his mother. I had a heart attack in May 2012 just before he was put on house arrest and I recovered nicely but when he was sentenced December 12, 2012 I had another heart attack on January 8th and it was a bad one. I need to be able to talk to him because I may not live to see get out. So I beg you please make Securus Tech. unblock both my phones and stop harassing us. I really think it is wrong to give a company that much power to abuse people who are already down."¹³

¹² Millicorp's customers also have told Millicorp of several instances in which the customers were charged by ICS providers a long-distance rate for inmate calls to a Millicorp-assigned local number without any notice from the ICS provider that a long-distance rate would be applicable. None of these customers have had any success in challenging these charges.

¹³ *Ex Parte* of Judith Booe, WT Docket No. 09-144 (filed Jan. 30, 2013).

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- “We are in hard times right now, not having the love ones here with us make all more difficult, paying high rates is making that worse. And besides how they have the right to BLoCK numbers. They should not have the right to block numbers. ... How will you feel if you are the one inside the correctional and you can't make a phone call to you family ?? Will you be ok with that?? Not been able to heard you kids voices a least ????”¹⁴
- “I am Terminally Ill. I have to have a Liver Transplant among other things like the possiblity of losing a Kidney and having to go on dialysis. I have other health problems too and am only 52. At my last hospital stay ... I told my mom that I was going; that this was it and could she please tell my fiancee that I loved him. He could not get thru to me. ... My fiancee is a model prisoner and is on the Honor Tier. He calls me when I'm in the hospital. However, he could not call this time and has not been able to since without me having to pay Securus a large fee when I already have an account with “Cons Call Home/Millicorp”. When I was in the hospital at death's door, the money ran out on my cell number; Securus blocked all other numbers through ‘Cons.’”¹⁵
- “Securus put a block on the number thru conscallhome and then canceled my regular account with no notification. Now I am unable to talk to my husband until they decide the want to “rectify” the situation. Its Christmas week and it takes them 2 business days. I now will not be able to talk to my husband on Christmas. My children are unable to talk to their daddy. Its hard enough explaining why daddy is gone but now I get to tell them they can't talk to him either, not even on Christmas! !!! Please help my family”¹⁶
- “First and foremost GTL is to expensive...I do not like the fact that I can't choose who I want to service my incoming calls from for my Brother, who's in Chino, Calif mens prison,(CIM). The Company I want is Cons Call home.com...they are more affordable, and also run promotions...I have a Brother who is Dyslexic in prison forever ok!!!!..Our parents are in there 70,s & live on a to tight budjet...my mother has several chronic diseases, one of which I inherited, they cannot not afford the calls, but take as many as they can, I am trying to alleviate that problem as much as possible, BUT GTL has me & many others in there to tight grip...its not fair, please I beg you to put an end to this & allow me to use a company of MY CHOICE...Conscallhome.com< they are getting a bad rap & an undeserved one @

¹⁴ *Ex Parte* of Mara, WT Docket No. 09-144 (filed Jan. 15, 2013).

¹⁵ *Ex Parte* of Stephanie Belcher, WT Docket No. 09-144 (filed Jan. 10, 2013).

¹⁶ *Ex Parte* of Lindsay Beyl, WT Docket No. 09-144 (filed Dec. 26, 2012).

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that, they have been nothing but nice and helpful to me...so again I urge you to help all of us who so desperately need there service..Thank You for your time & consideration.”¹⁷

- “My 1st dealing with Securus was Friday,9/28/12, when I received an unexpected FREE 30 second call,barely enough time for my 22 yr old son, in prison, 600 miles away from home,(for the past 7 months), to be able to say he got moved to a jail across the street. The call then ended & I was prompted to make payment in order to continue to speak to my son. Of course I wanted to know what was going on, so I made a credit card payment,(not feeling SECURE at all giving out my credit card info to a company I had never heard of), however, NEEDING to know what was going on,I conceded. After giving all the information,to an automated system, an automated voice asked to what # I wanted calls made to, the # I gave was not accepted, so I was going to be connected to a customer service rep., after a minute of waiting I was disconnected.... Thank God my son called back a couple of minutes later via his ConsCallHome #, he reassured us with the information we had been waiting to hear. We then spoke with our son, via Securess & it cost \$50.00 plus \$6.95 service fee to speak to our son for the weekend. (9/29&30th). On Monday, 10/1, I received a call from "Stephanie" @ Securess advising that the # we were using via ConsCallHome had been Blocked by Securess , she went on to DEMAND were I got that #, & that if I didn't pay more money I wouldn't receive any more calls because " Securess is used exclusively by that particular jail". Miraculously, an hour later I received a call from another Inmate via ConsCallHome, advising me our son had been picked up by our local Sheriffs Dept & was safely on his way to his home state. It is my firm belief & EXPERIENCE, that both Securus & Global Telelink have a monopoly on ALL Prison systems in this country. I thank God for being able to talk to a compassionate PERSON, always willing to assist @ ConsCallHome, they are the ONLY reason we were able to hear our sons voice throughout the past 7 months. Please, I implore you, either shut down Secures & Global TeleLink, so that families can afford to speak to their loved ones, or have it on your conscience, the thousands of people that go to sleep crying because they CAN'T afford to speak with their loved ones.”¹⁸

For the reasons set forth herein and Millicorp’s prior filings in this docket, as well as the reasons expressed by Millicorp’s customers in their comments, Millicorp respectfully requests prompt action by the Commission in this proceeding.

¹⁷ *Ex Parte* of Scheryl M. White, WT Docket No. 09-144 (filed Aug. 7, 2012).

¹⁸ *Ex Parte* of Cecelia M. Kett, WT Docket No. 09-144 (filed Oct. 16, 2012).

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Please direct any questions regarding the foregoing to the undersigned.

Respectfully,

/s/ Phil Marchesiello

Phil Marchesiello
Counsel to Millicorp

Enclosure

cc (all via electronic mail):

Chairman Julius Genachowski
Commissioner Robert McDowell
Commissioner Mignon Clyburn
Commissioner Ajit Pai
Commissioner Jessica Rosenworcel
Michael Steffen, Legal Advisor to Chairman Genachowski
Christine Kurth, Policy Director and Wireline Counsel to Commissioner McDowell
Angela Kronenberg, Wireline Legal Advisor to Commissioner Clyburn
Nicholas Degani, Wireline Legal Advisor to Commissioner Pai
Priscilla Delgado Argeris, Legal Advisor to Commissioner Rosenworcel
Julie Veach, Bureau Chief, Wireline Competition Bureau
Deena Shetler, Associate Bureau Chief, Wireline Competition Bureau
Victoria Goldberg, Acting Division Chief of Pricing Policy Division, Wireline
Competition Bureau
Pamela Arluk, Assistant Division Chief of Pricing Policy Division, Wireline Competition
Bureau
Lynne Engledow, Wireline Competition Bureau
Michele Berlove, Wireline Competition Bureau

DECLARATION

I, Timothy Meade, President of Millicorp, hereby declare, under penalty of perjury, that I have reviewed the foregoing letter and that the information contained therein is true and accurate to the best of my knowledge, information and belief.

Signed and dated this 4th day of March 2013.



Timothy Meade
President, Millicorp

It is bad enough that our justice system has failed us now that my loved one has been sentenced Securus has chosen to punish us even more. My son is 40 years he had a spotless record until he made one bad mistake and he was taken from us for 7 years. This is the first time he has been away from us in 40 years and it has been so hard on me his mother. I had a heart attack in May 2012 just before he was put on house arrest and I recovered nicely but when he was sentenced December 12, 2012 I had another heart attack on January 8th and it was a bad one. I need to be able to talk to him because I may not live to see get out. So I beg you please make Securus Tech. unblock both my phones and stop harassing us. I really think it is wrong to give a company that much power to abuse people who are already down. Thank you

Very dissapointed. We can't talk to him for a reasonable phone call price, Is ridicules pay over than 21\$ for 15 mins. Besides the fee is over than 6 \$ (6.95) this company is a scam They should have a good price not a high price for phone calls. We are in hard times right now, not having the love ones here with us make all more difficult , paying high rates is making that worse. And besides how they have the right to BLoCK numbers. They should not have the right to block numbers. To all of you.! How will you feel if you are the one inside the correctional and you can't make a phone call to you family ?? Will you be ok with that?? Not been able to heard you kids voices a least ???? Depressed it for sure and been sadness because price and blocking numbers is not making you life a little more easier. Plz do something about it !!!

My fiancée is in RCI Roxbury Correctional in Hagerstown, Maryland 21746. His name is XXXX. I am Terminally Ill. I have to have a Liver Transplant among other things like the possibility of losing a Kidney and having to go on dialysis. I have other health problems too and am only 52. At my last hospital stay, my Liver was failing and this triggered (3) Heart Attacks. I have never had Heart problems. I thought I was going to die. Everything started to go black and my Heart was beating so fast that as the Crash Cart worked on me; I told my mom that I was going; that this was it and could she please tell my fiancée that I loved him. He could not get thru to me. My fiancée is a model prisoner and is on the Honor Tier. He calls me when I'm in the hospital. However, he could not call this time and has not been able to since without me having to pay Securus a large fee when I already have an account with "Cons Call Home/Millicorp". When I was in the hospital at death's door, the money ran out on my cell number; Securus blocked all other numbers through "Cons" and therefore Mr. Ritter had to resort to using my cell phone which meant we were being charged twice. Once by Securus and once by my provider: AT & T. In the hospital, I was in no shape to take the time to put money on my cell phone with Securus books since they blocked my numbers with "Cons". So, my fiancée was unable to call me and I was crying so hard. When you get to my shape with this Liver Disease, the ammonia levels in the Liver raise and you have confusion and cannot do simple tasks or answer questions. I was in no shape to put money on my account with Securus and if the money runs out, even though it is a private number that I pay for each month, my fiancée is not allowed to call me collect which has already been approved with AT & T. He called me collect before on my cell phone and Securus found out and the fact that they were not getting a cut made them block the collect calls to my private cell phone line. But when he tries, Securus tells him that my private cell number is blocked/restricted. How dare they and how can they block something that I pay for privately as a citizen of this great country-The United States of America which is the Land of the Free; not to me. I am personally being held hostage; by a monetary terrorist. Securus won't let my fiancée dial my mom's home number or any private number collect. We have to go through them and pay what they want or it's tough luck. They are holding us all over a barrel. I called them and asked them to release the blocks and they refused. The last person at Securus I spoke with was Joseph on 01-03-2013. I called the ACLU in the State of Maryland and gave them what information I had and they are going to hand it over to their Legal Department and I don't know what if any thing will be done. 443-524-2558 Complaint line on Tuesdays and Thursdays from 1-3 pm. I read where other States are filing law suits against Securus for predatory phone doings and asking for immediate reform. Securus is charging prisoners and their families here in this State of Maryland, unreasonable and predatory rates to make phone calls knowing the prisoners do not have that kind of money so it's an attack on the poorest people in our society which are the families of these inmates. I spend so much in medical expenses per month that if I did not live with my mom, I may as well be dead. I could not survive out in the street; not in my condition. I used to pay maybe \$50 a month with "Cons" and now I am paying over \$300 with Securus and then there is the \$164 to my cell phone provider, A T & T. I have no money left from my Disability check each month for something such

as food. But I want to talk to my fiancée for I may die and it upsets me so much when I'm sitting in ICU trying to fight for my life and I cannot even talk to the man I love. I would like to tell him that I love him before I take my last breath and I don't see that happening with Securus at the wheel and with the practices they employ. Securus is cutting off communication with prisoners and their families and some have had to find out from the Chaplain that family members passed away for they could not afford the calls home. I know that on Mother's Day of 2012, my fiancée's mother, XXXX, passed away and he did not get a chance to tell her he loved her before she took her last breath because he could not make the call. I know because I was there. Studies show that maintaining close contact with families via phone, can reduce recidivism among inmates and improve their chances of a successful reentry into society. My cell phone number is XXXX, my mom's (XXXX) home number is XXXX and the number I use with which to call Securus is 1-800-844-6591. I have also spoken with Latonia at Securus. "Cons Call Home/Millicorp" where I have an account and Securus when they found out, they started blocking numbers and their number is 1-888-524-6151 and with them, I have spoken with Tony, Jay, Riketa and Antonio. Each and every number I get; Securus blocks and now they have blocked a private cell phone line and home phone number. I am going to have to get a Congressman or Senator involved for my life is on a time line and I cannot play these games and costs that Securus wants. I also want my private cell and home phone line as a US citizen unblocked. Through my research, I have found out that Civil Rights and Conservative groups are banding together to form an unlikely coalition to ask the Federal Communications Commission to end "exorbitant" fees that many prisons charge inmates with Securus. (www.securustech.net) It cost 10 times more for my fiancée to call me at home then it is for me to call someone in Singapore. My next step is the BBB after which, my research showed me that Securus was given an (F) rating by the BBB of Maryland 410-347-3990 and taken off their books completely for having too many complaints. That right there, is enough in itself to show you that this company named herein Securus, needs investigating; that families are owed monies back in the form of a refunds and that phone reform is very much needed. There is a good Blog about this entire situation dated September 2008 Titled: South Bay;Registered User @<http://prisontalk.com/forums/showthread.php?p=4912913> (GTL & CBS Illegally Blocking Calls and Closing Thousands of Accounts-Prison Talk. It states that Securus blocked and closed accounts in violation of Federal Laws and Regulations and all the while, trying to keep customers from discovering their unlawful actions. Violation of Section 201(b) of the Act was found to have been done by Securus because this blocking is an unjust and unreasonable practice that has no justification or merit and serves only to increase the profits and revenues of Securus at the expense of the friends and families of inmates. Once again, the poorest of the population affected. What does this say for the kind of Country that we live in? People immigrate here for the land of the free and the home of the brave. What do you call this that Securus is doing? Might as well ask before for advice from Sadam Hussien. My brother, XXXX spent over 30 years in the Military (Air Force)and would have stayed longer if they allowed him too for what? Look what

is going on in your own backyard. My brother did not fight all those years for this country only to see it throw his sister who is Terminally Ill, under the wheels of a truck. He did not fight to sit back idle and watch his sister try and fight a losing battle to spend quality time with her fiancée before she departs this earth only to find out in vain that Securus keeps throwing walls up in her path and taking all her monies on a medical fixed income. I had studied and gotten several degrees and even went to Law School only to see the rug pulled out from under me when they told me about my Liver with NASH and my other organs that are failing. I wanted to be someone and fight for those who could not afford it and look what happened! Friends and families of inmates have the right to receive a call from a providers such as "Cons/Millicorp" and this should be just and reasonable. It has become apparent that Securus has clearly instructed its representatives to simply block all calls coming from numbers that Millicorp supplies and I know this first hand because they at Securus personally told me this when they asked me where I got the number? A day or two after the call; BAM! the numbers were blocked or restricted until we swung over the fence and registered the number with their company. Here we go again. Paying for the same number twice. They have blocked at least (20) numbers that "Cons/Millicorp" has tried to give me to use of which I paid for and my private phone numbers. I have been privy to Securus always dropping calls when you use a number from Millicorp thereby tarnishes Millicorp's name and frustrating the friends and families of the inmates who have to pay sometimes up to (5) times for reconnection charges for a call on one day that will not last. I have instructed my family to file suit against Securus if I should pass away unable to talk to my loved one due to Securus unlawful actions and have even considered having my family seek a Malpractice Claim against Securus for the fact that the stress from this situation with them which is running me hectic is causing so much harm to my delicate Heart and condition in its entirety. My Liver Doctor if verification is needed is: XXXX @ XXX (XXXX). Each call by an inmate to a Millicorp customer such as I, is routed to the customer's designated phone, just as a call by an inmate to a Securus customer is directed to the Securus customer's phone number. There is no greater risk what Millicorp or these other phone providers are doing than Securus itself is doing. To me, Securus sees their gravy train is disappearing when you go somewhere else to try and save money such as when a woman looks for a sale, and panics and starts blocking numbers, dropping calls, placing restrictions, etc. Securus' use of blocking calls and dropping calls and losing customers is doing this without the legal authority to do so. (South Bay Scott-Blogger). All of these and other scenarios are usually cited as the reason calls cannot be allowed to be forwarded, when the actual reason is much easier to discern, namely, that Securus just uses these excuses to keep all the call traffic entirely in their systems, and thus continue to reap their exorbitant charges and fees. It's as simple as that. As stated before, it's all about profits, with security claims always used as an excuse. PLEASE HELP ME! Securus has taken so much money from me and for the past (6)-(8) months and longer, Securus has prevented me and my fiancée from being able to utilize the plan which I have with "Cons Call Home/Millicorp" and has taken over the use of my private cell phone and home phone which does not belong to them or

the Correctional Facility and has taken over my mother's private home number. Please do not let me die in vain. Do you know how hard it is to sit there in the ICU department of a hospital fighting for my life and crying for fear that I will die unable to say I love you one more time or when I am doing better, and need to communicate as to my estate and what is to be done with my body at burial with my fiancée and I cannot. Since my fiancée is receiving the bulk of my estate, it is imperative that we keep in contact if questions arise and so forth. I have the cell phone for being on the Transplant List. It is a necessity and not a privilege for me and now Securus has taken that over and even though I have made repeated attempts to stop them from this unlawful action and informed them of this violation of my civil rights, I am at a brick wall with a definite WILL NOT REMOVE BLOCK answer. At this point in time with this Country, something needs to be done immediately. Thank you.

I recently set up an account with conscallhome, worked fabulous for three days. I tried this because of the insanely high rates charged by securus. I was going thru \$60 every six days! Outrageous! Securus put a block on the number thru conscallhome and then canceled my regular account with no notification. Now I am unable to talk to my husband until they decide they want to "rectify " the situation. Its Christmas week and it takes them 2 business days. I now will not be able to talk to my husband on Christmas. My children are unable to talk to their daddy. Its hard enough explaining why daddy is gone but now I get to tell them they can't talk to him either, not even on Christmas! !!! Please help my family

First and foremost GTL is too expensive...I do not like the fact that I can't choose who I want to service my incoming calls from for my Brother, who's in Chino, Calif mens prison,(CIM). The Company I want is Cons Call home.com...they are more affordable, and also run promotions...I have a Brother who is Dyslexic in prison forever ok!!!..Our parents are in there 70,s & live on a tight budget...my mother has several chronic diseases, one of which I inherited, they cannot afford the calls, but take as many as they can, I am trying to alleviate that problem as much as possible, BUT GTL has me & many others in there with a tight grip...it's not fair, please I beg you to put an end to this & allow me to use a company of MY CHOICE...Conscallhome.com< they are getting a bad rap & an undeserved one @ that, they have been nothing but nice and helpful to me...so again I urge you to help all of us who so desperately need their service..Thank You for your time & consideration

My 1st dealing with Securus was Friday,9/28/12, when I received an unexpected FREE 30 second call,barely enough time for my 22 yr old son, in prison, 600 miles away from home,(for the past 7 months), to be able to say he got moved to a jail across the street. The call then ended & I was prompted to make payment in order to continue to speak to my son. Of course I wanted to know what was going on, so I made a credit card payment,(not feeling SECURE at all giving out my credit card info to a company I had never heard of), however, NEEDING to know what was going on,I conceded. After giving all the information,to an automated system, an automated voice asked to what # I wanted calls made to, the # I gave was not accepted, so I was going to be connected to a customer service rep., after a minute of waiting I was disconnected. If I were not a Christian woman, I would have been panic stricken, however, I trust God for my SECURITY! Thank God my son called back a couple of minutes later via his ConsCallHome #, he reassured us with the information we had been waiting to hear. We then spoke with our son, via Securess & it cost \$50.00 plus \$6.95 service fee to speak to our son for the weekend. (9/29&30th). On Monday, 10/1, I received a call from "Stephanie" @ Securess advising that the # we were using via ConsCallHome had been Blocked by Securess , she went on to DEMAND were I got that #, & that if I didn't pay more money I wouldn't receive any more calls because " Securess is used exclusively by that particular jail". Miraculasly, an hour later I received a call from another Inmate via ConsCallHome, advising me our son had been picked up by our local Sheriffs Dept & was safely on his way to his home state. It is my firm belief & EXPERIENCE, that both Securus & Global Telelink have a monopoly on ALL Prison systems in this country. I thank God for being able to talk to a compassionate PERSON, always willing to assist @ ConsCallHome, they are the ONLY reason we were able to hear our sons voice throughout the past 7 months. Please, I implore you, either shut down Secures & Global TeleLink, so that families can afford to speak to their loved ones, or have it on your conscience, the thousands of people that go to sleep crying because they CAN'T afford to speak with their loved ones. I thank God Almighty for being able to afford to speak to my son, even knowing I was being ROBBED of my hard earned money. (my husband is retired from UPS, after 37 yrs, & I am employed @ the Ocean County Board of Social Services, 25 years, as a SNAP supervisor. I pray that this plea does not fall on deaf ears & also that you never have to endure a circumstance such as this with a loved one. Feel free to contact me if desired @ home xxx-xxx-xxxx, or cell xxx-xxx-xxxx. May God Bless all @ ConsCallHome as they have blessed my family & I. Thank you for your anticipated assistance in this matter.