

Federal Communications Commission
445-12th St SW
Washington, D.C. 20554

Received & Inspected

JAN 31 2013

FCC Mail Room

Gentlemen:

The cost of collect long distance calls for my love one cost me from \$6.35 to \$8.75 just to put money on the account to call me. It depends if I put the money on the account by phone or use the internet. They will charge a fee to put it on the account and a fee on using a credit/debit card. So there are two separate fees. The cost of the calls will cost \$8.25 in the state up to \$17.00 for them to call out of state. So we are charge varies fees and cost of the call itself.

It is very important to keep family connection because the visiting days are limited and some of us travel a long distance to visit. Some people are never able to visit because of distance, not able to drive or get someone to take you.

I am asking for your understanding of how hard this is on me and it was been going on since my love one has been in prison. It is financially a hardship on me.

Esther Brown (Esther BROWN)
Name

11076 County Rd 267
Address

Lanett, AL 36863
City, state & zip code

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Washington, D.C. 20554

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I am asking for your understanding of how hard this is on me and it was been going on since my love one has been in prison. It is financially a hardship on me.

Sharon J Atchenson

Name

10768 Propst Rd

Address

Duncanville, AL 35456

City, state & zip code



Alabama DOC Money Order Deposit Form

Instructions:

Notice: All money orders must be issued in U.S. Funds.

To complete this form:

- Type or write in black or blue ink only.
- Verify that the inmate name and ID are entered correctly on the money order deposit slip.
- Do not include any letters or notes with your payment because these will be discarded.
- The amount deposited cannot exceed \$2,995.00 including the \$1.00 fee.
- Detach the deposit slip, the lower portion, at the dotted line and mail with your money order.
- Mail deposit slip and money order to:
Secure Deposits - Alabama DOC
P.O. Box 12486, St. Louis, MO 63132
- For additional information call 1 (866) 345-1884.
- **PLEASE MAKE SURE MONEY ORDER IS PAYABLE TO "ACCESS SECURE DEPOSITS"**

Sender Receipt:

Amount Sent \$ _____

Facility: _____

Inmate's Name: _____
(First and Last)

Inmate's ID: _____

Notice: If proper recipient cannot be determined funds will be returned to sender.

There is a \$1.00 fee for this service. (Fee will be deducted from the total amount sent and remitted to ADOC in accordance with the ADOC Administrative Regulation 448.)

.....
Detach deposit slip below and include with your Money Order.



Alabama DOC Money Order Deposit Form

Mail to: *Secure Deposits - Alabama DOC, P.O. Box 12486, St. Louis, MO 63132*

Amount of money sent (NOT TO EXCEED \$2,995.00)

Inmate's ID

Inmate's Name (First and Last)

Sender's Name

Sender's Date of Birth

Sender's Phone Number

Money order deposit slip MUST BE included with money order to process funds and avoid delay.

Notice: If proper recipient cannot be determined funds will be returned to sender.

3 Ways To Send Money Faster:

1) ON-LINE

Visit www.inmatedeposits.com

2) BY PHONE

Call 866-345-1884

3) WALK-IN

Go to any **ACHPS location**

Important: Before visiting a location, visit www.achpsac.com or call 1-877-339-9551 to obtain an Account Number and to find a location near you.

Be ready to provide the following information:

1. Facility ID Code: **ALDOC**
2. Inmate ID/AIS#
3. Your Name, Address and other important information.

When you go to a location, present your issued Account Number and cash. Make sure to tell the store clerk that your payment is through "Access Corrections". Call 1-877-339-9551 if you have any issues making a payment.



This is a Public Comment For The WRIGHT PETITION (CC Docket # 96-128)

GEARY RUSHTON 386086
ESTELLE UNIT
264 Fm 3478
Huntsville, TX 77320-3322

1-24-13

CHAIRMAN JULIUS GENACHOWSKI
FEDERAL COMMUNICATIONS COMMISSION
PUBLIC COMMENT
445 12TH STREET, SW
WASHINGTON, DC 20554

Received & Inspected

JAN 31 2013

FCC Mail Room

RE: HIGH COST OF PRISON PHONE CALLS.

CHAIRMAN GENACHOWSKI:

I AM INCARCERATED IN TEXAS PRISON. MY FAMILY LIVES IN OHIO AND SENDS ME WHAT LITTLE MONEY I DO HAVE. (TEXAS INMATES ARE NOT PAID ~~for~~ FOR WORKING). ONE LONG DISTANT PHONE CALL TO MY MOTHER IN OHIO COST 42¢ A MINUTE, OR \$8.40 FOR A 20 MIN. PHONE CALL. I WOULD LIKE TO CALL MY MOTHER AND SISTERS MORE OFTEN BUT THE COST PREVENTS THAT. THE KICKBACK INCENTIVE TYPE OF CONTRACT THE TEXAS PRISON SYSTEM SIGNED WITH THE PHONE COMPANY THAT SERVICE OUR PHONES IS THE CAUSE OF THE HIGH COSTS.

PLEASE PUT LIMITS ON WHAT PRISONS CAN CHARGE INMATES FOR LONG DISTANCE PHONE CALLS.

Sincerely,

Geary Rushton

Received & Inspected

JAN 31 2013

FCC Mail Room
1-24-13

FEDERAL COMMUNICATIONS COMMISSION -

I am an inmate in the Oregon Department of Corrections. As an inmate, I have no choice as to the phone company I will use for keeping in contact with my family and loved ones.

The Department of Corrections has contracted with the phone company TELMATE to provide inmates with telephone service and video visiting.

Subsequently, I scheduled a video visit with my sister for December 24th 2012 at 2:30 pm (PST). I was immediately charged \$19.80 from my account for this visit.

This visit, which I paid for, was never connected and when I reported this to TELMATE they refused to refund my money. I then contacted the Department of Corrections, and they stated that it is not in their power, "it is a TELMATE issue". So I reported this issue to TELMATE a second time, and as before, they've refused to refund my money.

Therefore I wish to make and file a formal complaint against TELMATE for not providing a service, which was paid for, and for refusing to refund my money.

Thank you.

Sincerely - my ~~self~~

Michael Zanello
17309138

Po Box 1500
Lakeview, OR 97630

Form 2000B – Billing, Privacy, or Service Quality Complaint

Consumer's Information:

First Name: Michael Last Name: Zanello

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

Street Address or Post Office Box Number: PO Box 1500

City: Lakeview State: OR Zip Code: 97630

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

E-mail Address: NA - _____

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

1. Telephone number(s) involved (including area code): () - - 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? ?

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

a. Disputed amount: \$ 19.80

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

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? \$ 0

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:

see attached letter.

thank you -

Received & Inspected

MAR 31 2013

FCC Mail Room

This is a public comment for the
Wright Petition (CC Docket #96728)

Dear Chairman Menachowski;

I send my son Richard
McIntyre \$40⁰⁰/₁₀₀ a month out of
my small disability Soc. Sec. check.
I don't have any transportation
to be able to visit him, so I have
to depend on what I send him
so that he can call me.

I live by myself and I only
get \$16⁰⁰/₁₀₀ a month for food stamps.

I just barely get thru the
month after I pay rent, buy
groceries, pay my bills, and send
money to my son. If I have
to send him more money because
they raise the price for him to call
me, I will have to take the
money out of my grocery money and
do without some things I need.

I can't visit him, so I look
forward to his phone calls to me.

Please Help Me! Sincerely,

Ms. Sydney McIntyre

Received & Inspected

JAN 31 2013

FCC Mail Room

**7823 Means Avenue
New Orleans, La. 70127-1331
January 12, 2013
504-615-9214**

**Mr. Bob
FCC
Consumer and Government
Affairs Bureau
445 12th Street, S.W.
Washington, D.C. 20554**

RE: Jail Call Solutions

Dear Sir:

I have enclosed the paper work from both Securus Correctional Billing Service and Jail Call Solutions, both in regard to their relationship to Orleans Parish Jail. Securus is, according to the information that you gave me, the registered telephone service company for Orleans Parish. Jail Call Service is fraudulent. Jail Call co-opts the web site of Securus and steals the funds of the uninitiated.

The fact that these services exist to pray on the poor in State and local systems but not in Federal prisons, is in and of itself supportive of the fact that the issue should be investigated. But Jail Call must be put out of business, and this letter constitutes an informal complaint against them. I am requesting that the matter be looked into, and that I be informed of the results of your investigation.

Thank you.



Phyllis R. Copemann

- Search Mail

- Today on AOL
- Inbox 58
- Drafts 1
- Sent
- Spam 16
- Trash
- Contacts
- Calendar
- My Folders
- Saved Mail
- Saved Chats

Jail Call Solutions LLC Customer Receipt/Purchase Confirmation

Billing Department to you show details

Thank you for your order!

Order Information

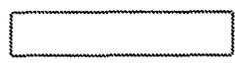
Merchant: Jail Call Solutions LLC
 Description: Membership application. Level: A. (1) MONTH (Pay As You Go) Extras: ONE-TIME Set-Up Fee - ONE-TIME Set Up Fee Extras: GUARANTEED "SAME-DAY" ACTIVATION (ONE-TIME Charge) - GUARANTEED* "SAME-DAY" ACTIVATION (ONE-TIME CHARGE)
 Invoice Number: 63561
 Customer ID: 8432488

Billing Information

phyllis copemann
 504-246-4705
 7823 MEANS AVENUE
 NEW ORLEANS, Louisiana 70127-1331
 US
snowfangtommvie@aol.com
 504-615-9214

Shipping Information

Item	Description	Qty	Taxable	Unit Price	Item Total
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EMAIL	IM	TEXT	CHECK	REPLY	REPLY ALL	FORWARD	ACTION	DELETE	SPAM
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Search Mail

Today on AOL	
Inbox	57
Drafts	1
Sent	
Spam	16
Trash	
Contacts	
Calendar	
My Folders	
Saved Mail	
Saved Chats	

New AdvanceConnect Account

customer_service to you: [show details](#)

Dear Phyllis Copemann:

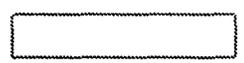
Thank you for using Securus Correctional Billing Services, the Customer Care Division of Securus Technologies. Your AdvanceConnect Account is now open. Before you will be able to receive calls however, you will need to put money into your Account. This process is easy to do and takes just a few minutes.

1. Go to www.securustech.net
2. Enter your Login ID: **snowfangtommyie@aol.com**
3. Enter your temporary password: **CMKFIHn** (For your security, you'll be asked to change your password when you first log in.)
4. Follow the instructions to put money into your Account By managing your Account online you will be able to:

- See recent call activity to phone number(s) on your Account
- Place money in your Account to ensure your phone line is open to receive calls
- See your Account balance, providing you with complete control over your spending
- Get the price for the calls you receive
- Manage or update your Account profile

Should you need any help, remember that a member of the Securus Correctional Billing Services team is available to assist you at any time.

If you have any questions about your Account, please visit us at www.securustech.net or call 1-866-700-1289.



[Empty box]

snowfangtommyie

EMAIL	IM	TEXT	CHECK	RSP...	REPLY A...	FORWARD	ACT ON	DELETE	SPAM
-------	----	------	-------	--------	------------	---------	--------	--------	------

Search Mail

Login information for Jail Call Services

Jail Call Services to you show details

Oct 19

Today on AOL

Dear phyllis copemann,

Inbox 58

Here is login information for Jail Call Services

Drafts 1

Email snowfangtommyie@aol.com
Password p8Ld97rw

Sent

Spam 16

Log in at <http://jailcallservices.com/> with email and password above

Trash

Contacts

Calendar

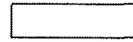
My Folders

Saved Mail

Saved Chats



[Empty box]



snowfangtommyie

EMAIL IM TEXT CHECK

REPLY
 REPLY ALL
 FORWARD
 ACTION
 DELETE
 SPAM

Search Mail

- Today on AOL
- Inbox 58
- Drafts 1
- Sent
- Spam 16
- Trash
- Contacts
- Calendar
- My Folders
- Saved Mail
- Saved Chats

Jail Call Services Payment receipt

Jail Call Services to you show details

Oct 19

PAYMENT RECEIPT

Jail Call Services

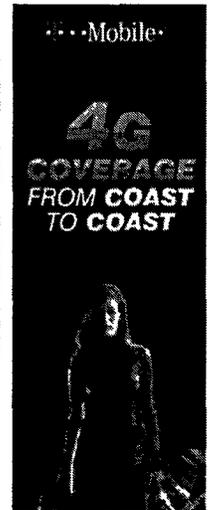
Charges will appear as "Jail Call Services"

Date 10/19/2012
 Amount \$59.89
 Tender Authorize NET Credit Card

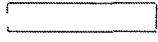
Payment received from
 phyllis copemann
snowfangtommyie@aol.com
 504-246-4705

Payment for

Date Document



© 2012 AOL. All Rights Reserved



snowfangtommyie

EMAIL IM TEXT CHECK

REPLY REPLY ALL FORWARD ACT ON DELETE SPAM

- Searches Mail
- Today on AOL
- Inbox 58
- Drafts 1
- Sent
- Spam 16
- Trash
- Contacts
- Calendar
- My Folders
- Saved Mail
- Saved Chats

Jail Call Solutions LLC Customer Receipt/Purchase Confirmation

Billing Department to view snow details

Oct 19

Thank you for your order!

Order Information

Merchant Jail Call Solutions LLC
 Description Membership application Level A (1) MONTH (Pay As You Go) Extras ONE-TIME Set-Up Fee - ONE-TIME Set Up Fee Extras GUARANTEED "SAME-DAY" ACTIVATION (ONE-TIME Charge) - GUARANTEED* "SAME-DAY" ACTIVATION (ONE-TIME CHARGE)

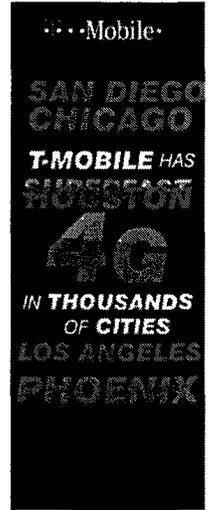
Invoice Number 63561
 Customer ID 8432488

Billing Information

phyllis copemann
 504-246-4706
 7823 MEANS AVENUE
 NEW ORLEANS, Louisiana 70127-1331
 US
snowfangtommyie@aol.com
 504-615-9214

Shipping Information

Item	Description	Qty	Taxable	Unit Price	Item Total
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[Empty box]

snowfangtommyie

EMAIL IM TEXT CHECK

REPLY REPLY ALL FORWARD ACTION DELETE SPAM

Search Mail

Today on AOL

- Inbox 60
- Drafts 1
- Sent
- Spam 16
- Trash
- Contacts
- Calendar
- My Folders
- Saved Mail
- Saved Chats

URGENT: Renewal Reminder

Jail Call Services to you [show details](#)

Nov 18

Hello,

A friendly reminder that your *JCS Local Line* subscription is due for renewal in 2 days

- You will need to **LOG IN** to our site and enter your current card information. We have upgraded our payment processor and do not have your previous payment info stored.
- If you are no longer using our service, please send an email to Cancellations@JailCallServices.com

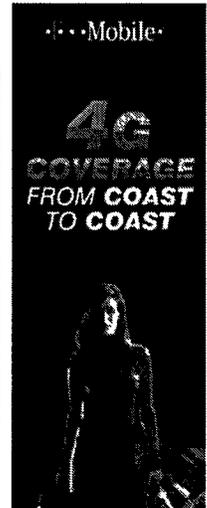
You may also **MAIL YOUR PAYMENT TO:**

Jail Call Services
3523 McKinney Ave
Suite 750
Dallas, TX 75204

If we do not receive your payment within 5 days, your account will be cancelled.

Thank you

[Empty box]



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