

Received & Inspected

APR 15 2013

FCC Mail Room

Commissioner Mignon L. Clyburn
Federal Communication Commission
445 12th St. S.W.
Washington, D.C. 20536

Charlie Chadwick (081186)
ISP
P.O. Box 316
Fort Madison, IA 52627

April 3, 2013

Dear Ms. Clyburn:

I read your comments from the FCC web site on "Rates for Interstate Inmate Calling Services, WC Docket No. 12-375. I thank you for considering this matter and hope you can help the millions of us who suffer from excessive rates. I would like to request you consider ours thoughts (prisoners here) on this matter when you decide how to lower phone rates.

I know that the first thing the prisons say is "security" necessitates the reason for the high rates. I (we) understand the need for security but there is no need for the high rates to maintain that security. A good example of this is the state of Nebraska. It's prison system uses I believe the same type of phone system they use here in Iowa. They have low rates yet all the security features in place. The Nebraska legislature passed a bill preventing high phone rates and the price gouging of prisoners and their families. It works very well there.

The phone company will put in the phones for free, they want the business, and the security features are computer software which I believe the phone company also provides free for the prison. Even if they charge a fee for the software, once it's paid for there are few other costs. So for the prison to say there are high costs that's just not true and a smoke screen to keep rates high so they can make millions off us.

For years the DOC in Des Moines said if more people used the phones, the costs would go down. They never did, mainly because the costs are so high to start with people can't afford to make calls. Calls are limited to 20 mins at a time. We pay \$3.30 for the first minute and then thirty cents a minute after that for out of state calls. So a 20 minute call costs us \$9.00. When my father died years ago, I had no money on my phone account, so I made a phone call from my counselors office. The same twenty minute call I would pay \$9.00 for cost me \$1.20 using the counselors phone and they have they same phone system we have but not the prices they charge to prisoners. That's a mark up of over 600% to a captive clientele. That's excessive!!

This is how the phone system works here in Iowa. A prisoner submits a list with the persons name and phone number on it. It gets approved and put on that prisoners phone list, he can have up to twenty people on his list at a time. When he calls a person he uses his prison number and the last four digits of his social security number which is registered with the computer. Once the program recognizes him, then he dials the phone number of the person he wishes to call, if that number is not on his approved list, his call will not go through. You can only call numbers on your approved call list. Calls are tracked so society is safe.

To start a phone account a prisoner submits a money slip, for ten dollars or more to the business office. That starts your own phone account. Seven percent is taken off the top, for federal taxes we are told, the money left you can use to make phone calls until you have no more money or not enough to make a call. We are told by a recording at the beginning of each call how much money we have on our phone account so a person knows if they have the full 20 mins to talk or only two minutes to talk.

The person we call will hear a recording announcing that they have received a call from a prisoner and give them his full name, if they wish to accept the call at no cost to them, they are to push #3. If not, just hang up. At no time does the prisoner hear who answers the phone until it is accepted nor does a prisoner hear who rejects his call if they hang up.

Prisoners are not opposed to these security features. We are opposed to the high prices we have to pay in order to hear our loved ones voices. There is no competition and even if there were as long as the phone company submitted a range of prices they might charge, once that range is approved, they could just charge us the highest rate allowed and it's legal.

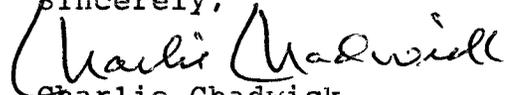
I believe you've stated you recognized the hardships many prisoners families who live out of state encounter when they visit their sons or daughters in prison. Many have as much as six hours one way to drive in order to get here and with the high cost of gas there and back, it mounts up. So phone calls are vital to maintaining close contact with loved ones.

All we ask is to pay a reasonable rate for our phone calls. We are not asking for free calls or cheap calls, just fair priced calls. The phone company will make money, there is no reason the prison should make millions off the families of prisoners who are usually the ones who send money to prisoners so they can make calls home. My current prison job pays me maybe \$12.00 a month so if I didn't get any money from home I could not call them.

The state may say that they put the profits into a fund for prisoners use, but there is no over sight of this fund nor do prisoners have any say in how it's spent. This is besides the point, the prisons should not have the right to make massive profits off prisoners and their families.

My mother lives in Florida, and a sister in Maine. They can only visit maybe once a year. Without phone calls I would lose touch with them. That is true of many in here. Family is the back bone of many prisoners getting out having a chance of staying out of prison. Maintaining close contact with them is essential and benefits society in the long run. Please help us!

I thank you for your time and hope that you will help us.

Sincerely,

Charlie Chadwick

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FCC Mail Room

MR. JAMES EBB #370089 / SID #1634441
18800 ROXBURY ROAD
HAGERSTOWN, MD 21746

APRIL 8, 2013

GLOBAL TEL LINK CORPORATION
12021 SUNSET HILLS ROAD, SUITE #100
RESTON, VA 21090

RE: INMATE PHONE SERVICE

TO WHOM THIS MAY CONCERN,

I am writing regarding *Global Tel Link* system failure and error. I am currently being housed at the Maryland Correctional Training Center, in Hagerstown, Maryland (21746). Global Tel Link extended their services to include MCTC, on or about March 7, 2013, since such time, I have experienced numerous problems ranging from; prematurely disconnected phone calls, hidden fees, and simply being unable to even have my voice recognized – unless I say odd things (e.g. “DADDY”, etc.), even though, I had previously recorded my real name.

To be more specific, whenever I call my home phone (which happens to be a landline), the calls last for approximately two minutes, and without warning disconnects. After keen observation, I realized that this problem was not going to stop. I voiced my grievances internally with staff and fellow inmates. Thereafter, I was subsequently directed towards your establishment directly.

With all the malfunctions credited to Global Tel Link’s system, quite naturally I grew suspicious, and began to check the balance of my pre-paid phone account in order to investigate whether or not I was being charged a fee for all the disconnected calls. My investigation uncovered more than I had searched for, sure in a perfect world I would expect not to be charged for the disconnected calls, but I was; in addition, evidently, I was also being charged approximately one cent to check the balance of my pre-paid phone account. Thinking that I may have missed something in the paperwork provided by your company, and strewn all around the Institution about the walls – I immediately traveled back to the recreation room bulletin board and re-read every piece of paperwork from your company that I could find; still, I could not unearth any mention of such fees. To add insult to injury, my family is being taxed for each call as well. Needless to say, there is no mention of such taxes on Global Tel Link automated voice service, nor the paperwork supplied by Global Tel Link Corporation.

Last but not least, your voice recognition does not acknowledge my name, even though it has been pre-recorded, however, it acknowledges my voice when I say “DADDY”, so much for added security.

In closing, I would like to know why my family and I are having such a difficult time being reimbursed of our money, when according to Global Tel Link representatives, such errors can be viewed via Global Tel Link’s database. And, what this tax for each call my family is being charged, when they have already paid the “One Time Set-Up” fee?

F.Y.I. : Here are just a few of the dates and times which I have recorded disconnected calls; 3/25/13 @ 7:30 pm, 3/26/13 @ 1:12 pm, 3/26/13 @ 7:08 pm, 3/27/13 @ 10:00 am, 3/27/13 @ 8:10 pm, 3/29/13 @ 2:00 pm, 3/29/13 @ 7:34, 3/29/13 @ 10:13 pm, 3/31/13 @ 7:11 pm, 3/31/13 @ 6:30 pm, 4/2/13 @ 9:39 (2 min.), 4/2/13 @ 9:43 (2 min.), 4/2/13 @ 12:08 (2 min.), 4/2/13 @ 12:46 (2 min.), 4/2/13 @ 6:24 (2 min.), 4/2/13 @ 6:47 (2 min), 4/4/13 @ 7:00 pm – This is just a few you check your system for congruency, while there are others prior to these dates as well.

Truthfully Submitted,



JAMES EBB #370089 / SID #1634441

Cc: Federal Communications Commission
Warden Morgan @ MCTC
Gary D. Maynard
File

Chairman Julius Genachowski
F.C.C., Public Comments
445 12th Street, SW
Washington, DC 20554

Received & Inspected

APR 15 2013

FCC Mail Room

4-10-13

PETITION FOR REDRESS OF GRIEVANCE

Dear Chairman Genachowski,

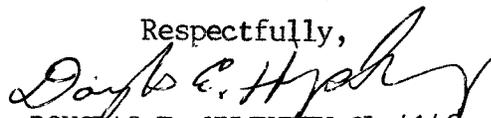
Greetings. I'm submitting this grievance in regards to the telephone system here as SCI Fayette, pursuant to my right to petition the government under the First Amendment of the U.S. Constitution. I would respectfully request that an investigation be initiated due to the "CONTROL" this institution and the phone company has over the phone system. They charge prices that are well beyond they should be, and the DOC is making a profit as a result of this, not to mention monopolizing the Pa. Prison system phone services. I wrote a Right to Know Request (State equivalent of the FOIA request) to obtain a copy of the "contract" the DOC has with the phone company. Apparently they do not have to provide it, even though "we" are the customers.

I could write pages and pages of what is taking place. One example is that I applied to a place called "FreedomLine", which provides a cheaper phone service (less than half the price of what the DOC charges). I had to put the phone number on my phone list here because provided a different number. When I buy a \$10 phone card, I can't call the cheaper number, it just rings and rings and rings. But when I call the long distance number, my brother picks right up. Both numbers are going to the same phone. I believe this place "blocks" the cheaper number, which forces me to use the number this place makes money on. It costs both the inmates and the inmates family's and friends every time an inmate uses the phone system and the service provider and the DOC are making lots of money as a result.

It won't surprise me if you start receiving more and more letters from inmates and their families and friends.

Please acknowledge receipt of this letter and if you have any guidance or suggestions on how to deal with this situation, please let me know. Although we (inmates) cannot submit a petition with a list of signatures, we can send individual letters to you. And I think you may expect many more to come.

Respectfully,



DOUGLAS E. HUMPHREY CL-4146

SCI FAYETTE, P.O. BOX 9999

LABELLE, PENNA. 15450-0999

cc/file

p.s. You might want to review a copy of the "contract" the DOC has with the phone company, as there may be criminal activity resulting.

APR 15 2013

Dear Mr. Genachowsk,

FCC Mail Room

I am writing you this letter in reference to the public comments wright petition (CC Docket# 96-128). I'm currently housed in S.C.I Smithfield in Huntingdon Pa,16652. My issue is with the terrible phone system that was put in for us to use. My reasons for being dissatisfied are the amount of money it cost for me to call my loved ones in Phila Pa. \$5 and some change for one 15 min call. In today technology savvy world where as cell phone bill's are \$40,\$50,\$60 a Mth and that is for unlimited talk, text, and internet. So I question such a big industry (P.A. DOC) couldn't find a better plan for us. To my knowledge they just went by who could put the system in the cheapest. This is putting a strain on me and my family. Financially and our structure due to lack of communication. My family purchased a land line just for me. Only to be told that the collect from their provider was no good. So they had to purchase the institutions provider global tellink. For \$25, I get four 15 min calls. That's no discount if I buy a prepaid card for \$25 from the jail I'M at least get five 15 min calls. With them being the only provider why rob us. Also as I'm enjoying my call periodically a recording interupts letting the person I'm conversating with know that this call is from an inmate in a Pa institation. For me this's disturbing because the message ran at the begining of the call before my peoples pressed 5 to except the call. I'm paying good money at least let me get all of my minutes and seconds. If it is to loud on my end or their's the phone will say 3 way calling allert then quickly disconnect the call. With no refund or apology available. In closing I would just like to ask you can you please help us get rid of this terrible phone system. Thank\$for your time and have a nice day!

Thanks
James Scott

James Scott

Lorenzo Wright
6695 State Route 146 East
Vienna, IL 62995

Received & Inspected

APR 15 2013

FCC Mail Room

4-7-13

Dear Federal Communication Commission,

Hi, my name is Lorenzo Wright B66019 and I am an inmate a Vienna Correctional Center. I was writing about the prison collect phone call rates. I been in and out of prison dealing with Consolidated.... They were over charging for the connection fee and per minute - Too expensive - And then when you call - They intentionally were cutting the phone off on us the first 4 minutes and then we have to call again and the rates apply all over again - It just wasn't fair to me, my family and friends. We have securus right now and it's a little cheaper and it's harder for us to contact our family members cause of the way the phone system is - It's not fair - So we are unable to call our relatives if they don't have no money on the phone - Their is no way of them knowing that we are calling - We are affected with this problem. So I was writing to tell you about the issue and hope to hear from you soon -

Sincerely,

Lorenzo Wright

Received & Inspected

APR 15 2013

FCC Mail Room

Terry

Johnson #B38731

Vienna Correctional Center

6695 State Route 146 East

Vienna IL 62995

Federal Communication Commission

I will like to complain about the high phone rates being charged to my account for phone calls. I am being charged 15.00 for 5 minutes of talking on the phone. Also I am being charged for the excessive wait time of being connected. I have been locked up for a long time. And the rates my family pay is ridiculous. Also I have been to prison many times and my family always pay thousands of dollars for phone calls. This is very unfair to all inmates and their families. Please write me back and let me know if anything is being done, to prevent this from continuing to happen.

over

My name is Ricardo Bulliox
B19469 I have the same
problem with the phone system.
Please write me also and let
me know if anything is being
done to stop this phone scam.

Ricardo Bulliox # B19469
Vienna Correction Center
6695 State Route 146 East
Vienna, Illinois 62995.
Please write.

Received & Inspected

APR 15 2013

FCC Mail Room 4/4/13

To, Director / clerk

I am currently incarcerated at Fishkill Correctional Facility and I am preparing for my release soon, I am seeking information on how to obtain, a cell phone through your services, I appreciate any help you can offer, please write me at:

Richard Germony #10B2398
Fishkill Corr. Facility
Box 1245
Beacon, NY, 12508

Sincerely,



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APR 15 2013

FCC Mail Room

Commissioner Ajit Pai
Federal Communication Commission
445 12th St. S.W.
Washington, D.C. 20536

Charlie Chadwick (081186)
ISP
P.O. Box 316
Fort Madison, IA 52627

April 3, 2013

Dear Mr. Pai:

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I thank you for your time and hope that you will help us.

Sincerely,

Charlie Chadwick

Received & Inspected

APR 15 2013

FCC Mail Room

Greeting

my name is.

Mrs Ethel Lee Johnson
1400 East 76th Street
Chicago Illinois # 60619

and I was a customer of consolidate phone system, and my son is in menard correction center and they have been charging me for year's, and I just want my name to be put on the law suit list.

Thank you for your time
your sincerely yours

Mrs Ethel Lee Johnson #
1400 East 76th Street
Chicago Illinois # 60619
Phone Number # 773-684-8931

Christopher Branch R33892
Vienna Correctional Center
6695 State Route #6 East
Vienna, IL 62995

4-4-13 Received & Inspected

APR 15 2013

FCC Mail Room

Dear Federal Communication Commission,

Hi, my name is Christopher Branch R33892 and is currently an inmate at Vienna Correctional Center.... I was writing about the collect phone call rates and how terrible they are - We had Consolidated where they charged to connect and the outrageous charge for the first 2 minutes and they were also disconnecting the phone where it would intentionally hang up and we would have to call back and the same charge would apply again. It was not fair at all cause I put money on the phone and family also put money on the phone ~~and~~ overcharging us. We have a new phone service now Securus and it is a little better, but still costly and we can't contact our family or let them know cause our numbers won't go thru and we can't get a free call. ~~So~~ Money has to be on the phone in order to call. So I was writing to let you know that I am affected by this and a change needs to come to IDOC - Thankyou very much and hope to hear from you soon.

Sincerely,

Christopher Branch
R33892

P.S. Unfortunately I been in and out the prison system since "97"
and hopefully this be my last and change for me is coming -

(SECRETARY)

MARLENE. H. DORTCH

APRIL 8, 2013

HELLO HOW ARE YOU? I AM FINE
 OK, LET ME TELL YOU ABOUT TTY/VIDEO PHONE
 FOR MY FAMILY IN LAW OK. #1 MY FAMILY IN
 LAW DON'T WANT USE TTY/VIDEO PHONE DOESN'T
 KNOW HOW USE TO TTY. THEY SAY DON'T WANT
 TO TTY ANYMORE. #2 MY WIFE NAME IS GISELLA
 AGUILERA IS DEAF IN SOUTH ORANGE COUNTY LI
 IRVINE CA? BECAUSE MY WIFE IS SLOW TTY
 AND I CAN BE FASTER EXPERIENCE TTY MANY
 TIME YEAR. BUT I ALREADY TTY FINISH ANYMORE
 NOW I TRY IT LEARN TO SET UP FOR MYSELF
 NOW. I HAVE IT AT MY HOME SAVE IT MY
 ROOM. BECAUSE MY WIFE TOLD ME THAT MY
 NAME "ROBERT MIKE AGUILERA JR" "THE PURPLE"
 LIKE VIDEO PHONE DEAF. #3 WOULD YOU CAN CALL
 TELL HIM MR. PRESIDENT OBAMA WANT KNOW ROBERT
 ALREADY TRANSFER AT CORCORAN STATE PRISON
 NOW. BECAUSE I WAS STAY 3 MONTHS AT
 DELANO, NORTH KERN STATE PRISON REALLY BAD
 BEAT UP TO ROBERT IS DEAF ALONE I AM
 2 VICTIMS BEFORE IS DEAF. DEAF THIS
 MONTH APRIL 2013. #142
 CORCORAN STATE PRISON NOW. LAST WEEK
 WEDNESDAY APRIL 3, 2013 THE MAIL ARRIVED
 ARRIVE SEND TO ME FROM MOTHER IN LAW
 NAME MIRYAM GUTIERREZ OK. MIRYAM SAY
 "ROBERT, YOU CAN" WHEN YOU COME OUT FROM PRISON
 ON MAY 6, 2014, YOU CAN'T COME TO MY HOUSE
 AND GISELLA AGUILERA HOUSE TOO. ROBERT WILL
 GOING TO RETURN MY WIFE HOME MAY 6, 2014
 NEXT YEAR RELEASE." I AM REALLY LOVER MY
 WIFE AND MY GRANDMA. I AM GRANDPA AND
 MY WIFE GRANDMA NOW. MY WIFE AND I →

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FCC Mail Room

MARRIED

STILL TOGETHER LONG TIME 10 YEARS NEVER BEEN DIVORCE NOTHING! BECAUSE MIRYAM IS DID WROTE NOTE LETTER TO MR. BECAUSE I NEVER BEEN TOUCH TO HER TWINS 14 YEAR OLD NOTHING! I AM INNOCENT WITH TWINS GIRLS! TWINS IS LIE TO ME NOW. ROBERT WILL GIVE UP HANDLE OFF WITH GIRLS. JUST ME AND MY WIFE IS LEAVE THEM ALONE PLEASE PLEASE TELL THEM MR. PRESIDENT ^{OBAMA} SHOULD BE CALL FAMILY HOUSE PHONE NUMBER 1-949-551-2696 EXPLAIN IT TO THEM OK? ROBERT AGUILERA ALREADY PASS 4 YEAR 2011-2014 FOR JAIL AND PRISON IS FINISH OVER NOW OR HOW? MR. PRESIDENT WILL COME TO CORCORAN STATE

ON MAY 6, 2014

PRISON ON THE FIELD ARRIVE HELICOPTER BEFORE MIDNIGHT MR. PRESIDENT ~~AND~~ WILL TAKE ME GOING TO HOME RETURN IN ORANGE COUNTY SOUTH (IRVINE)! I AM NOT AFRAID ABOUT HELICOPTER OK? MR. PRESIDENT WILL WRITE NOTE LETTER SEND TO ME MAIL. I WILL KNOW ABOUT MR. PRESIDENT SAY OK? I AM REALLY TRUTH, DON'T LIE TO HER TWINS NOTHING AT ALL OK? I WANT SEE MEET TO MR. PRESIDENT OBAMA FOR REAL! MR. PRESIDENT WILL SEE INMATE: AGUILERA

ROBERT # AN2255

THANK YOU VERY MUCH

I AM 43 NEXT WILL BE 44 YEARS OLD THIS YEAR DECEMBER 8TH!

SINCERELY,

ROBERT AGUILERA JR.

WE DON'T HAVE IT HERE PRISON ABOUT VIDEOPHONE SORRY!

THE BUILDING PRISON IS



PLEASE MR. PRESIDENT OBAMA WILL CALL ORANGE COUNTY SOUTH IRVINE POLICE DEPARTMENT TALK ABOUT ROBERT AGUILERA

RE: Docket # 12-375
Marlene H. Dorton
Federal Communications Commission
445 - 12th St. S.W.
Rm. TW-B204
Washington DC,
20554

Received & Inspected

APR 15 2013

FCC Mail Room

Date *April 8, 2013-14*

Rickey Nelson AK-5432
175 Progress Drive
Waynesburg PA.
15370

Dear Marlene Dortch :

I am writing to you about the high cost of phone calls made by inmates in the PA. prison system. The PA. prison system uses Global Tel-Link to provide phone service to inmates in the prison system. Global Tel-Link is charging excessive prices to inmates for use of the phone service. To make a call to Pgh. PA. which is only sixty miles away they charge \$3.35 for a fifteen minute phone call. To call CA. it cost nearly a dollar a minute. Then for a inmate to call NJ. one state away it cost almost ten dollars for a fifteen minute call. Global Tel - Link will not let calls go through unless the calls are prepaid by inmates or their families. When inmates are making calls the phone call is interrupted several times saying this call is being made by a inmate from the prison system. Inmates and their families know this when the call is being made. When a call is being made it may be cut off in the middle of the call if anyone picks up another phone in the house being called. Other prison systems have phone service that only charges \$1.89 for a fifteen minute call anyplace in the US. The high cost of the phone service in PA. is causing inmates to loose contact with loved ones. The prison system says they do not want inmates to loose contact with family and loved ones. If this is true why do they charge so much for inmates to talk to loved ones. Something needs to be done to stop the excessive cost of phone calls made by inmates to their families. I hope that you can have something done to lower the cost of phone calls made by inmates. Thank you for your time in this matter.

Respectfully

Mr. Rickey Nelson, AK-5432

No. of Copies rec'd 0
List ABCDE

Commissioner Jessica Rosenworcel
Federal Communication Commission
445 12th St. S.W.
Washington, D.C. 20536

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Charlie Chadwick (081186)
ISP
P.O. Box 316
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The phone company will put in the phones for free, they want the business, and the security features are computer software which I believe the phone company also provides free for the prison. Even if they charge a fee for the software, once it's paid for there are few other costs. So for the prison to say there are high costs that's just not true and a smoke screen to keep rates high so they can make millions off us.

For years the DOC in Des Moines said if more people used the phones, the costs would go down. They never did, mainly because the costs are so high to start with people can't afford to make calls. Calls are limited to 20 mins at a time. We pay \$3.30 for the first minute and then thirty cents a minute after that for out of state calls. So a 20 minute call costs us \$9.00. When my father died years ago, I had no money on my phone account, so I made a phone call from my counselors office. The same twenty minute call I would pay \$9.00 for cost me \$1.20 using the counselors phone and they have they same phone system we have but not the prices they charge to prisoners. That's a mark up of over 600% to a captive clientele. That's excessive!!

This is how the phone system works here in Iowa. A prisoner submits a list with the persons name and phone number on it. It gets approved and put on that prisoners phone list, he can have up to twenty people on his list at a time. When he calls a person he uses his prison number and the last four digits of his social security number which is registered with the computer. Once the program recognizes him, then he dials the phone number of the person he wishes to call, if that number is not on his approved list, his call will not go through. You can only call numbers on your approved call list. Calls are tracked so society is safe.

To start a phone account a prisoner submitts a money slip, for ten dollars or more to the business office. That starts your own phone account. Seven percent is taken off the top, for federal taxes we are told, the money left you can use to make phone calls until you have no more money or not enough to make a call. We are told by a recording at the begining of each call how much money we have on our phone account so a person knows if they have the full 20 mins to talk or only two minutes to talk.

The person we call will hear a recording announcing that they have received a call from a prisoner and give them his full name, if they wish to accept the call at no cost to them, they are to push #3. If not, just hang up. At no time does the prisoner hear who answers the phone until it is accepted nor does a prisoner hear who rejects his call if they hang up.

Prisoners are not opposed to these security features. We are opposed to the high prices we have to pay in order to hear our loved ones voices. There is no competition and even if there were as long as the phone company submitted a range of prices they might charge, once that range is approved, they could just charge us the highest rate allowed and it's legal.

I believe you've stated you recognized the hardships many prisoners families who live out of state encounter when they visit their sons or daughters in prison. Many have as much as six hours one way to drive in order to get here and with the high cost of gas there and back, it mounts up. So phone calls are vital to maintaining close contact with loved ones.

All we ask is to pay a reasonable rate for our phone calls. We are not asking for free calls or cheap calls, just fair priced calls. The phone company will make money, there is no reason the prison should make millions off the families of prisoners who are usually the ones who send money to prisoners so they can make calls home. My current prison job pays me maybe \$12.00 a month so if I didn't get any money from home I could not call them.

The state may say that they put the profits into a fund for prisoners use, but there is no over sight of this fund nor do prisoners have any say in how it's spent. This is besides the point, the prisons should not have the right to make massive profits off prisoners and their families.

My mother lives in Florida, and a sister in Maine. They can only visit maybe once a year. Without phone calls I would lose touch with them. That is true of many in here. Family is the back bone of many prisoners getting out having a chance of staying out of prison. Maintaining close contact with them is essential and benefits society in the long run. Please help us!

I thank you for your time and hope that you will help us.

Sincerely,

Charlie Chadwick

APR 15 2013

FCC Mail Room

DEAR MR GENACHOWSKI

This LETTER is in REFERENCE TO THE PUBLIC COMMENTS Wright Petition (CC Docket # 96-128). I am an inmate housed at S.C.I Smithfield Huntingdon, PA 16652. I'm CURRENTLY having ISSUES with THE PHONE SYSTEM THAT THE D.O.C provides for THE INMATES with. FOR EXAMPLE DISCONNECTION OF THE PHONE CALLS BECAUSE of BACKGROUND NOISE and saying THAT we WERE attempting a THREE way CALL which LEAD TO us THE INMATES TO LOOSE and also waste money. PHONE CARDS COMES in \$10, 25, and 50 dollars only. AS an INMATE THATS BUYING THESE PHONE CARDS TO CALL OUR LOVE ONES THE CONNECTION FEE is different depending WHERE you ARE calling. I myself is calling Philadelphia so THE CONNECTION FEE is \$5.25 and I myself think its unfair TO LOOSE money FOR BACKGROUND NOISE and NOT get REIMBURSE NOR LOOK INTO THE SITUATION. Also it BECOMING VERY stressful on OUR family TO find a PROVIDER JUST so we CAN call collect. THE jail stress THAT we should KEEP in contact with OUR families BUT makes things hard FOR us with THESE ISSUES so if you CAN help us out with THESE PROBLEMS we would BE much APPRECIATED Thank you

Respectfully submitted

KYLE CALAMESE # JD8945