

WILKINSON ) BARKER ) KNAUER ) LLP

2300 N STREET, NW  
SUITE 700  
WASHINGTON, DC 20037  
TEL 202.783.4141  
FAX 202.783.5851  
WWW.WBKLLAW.COM  
PHILLIP R. MARCHESIELLO  
202.383.3343  
PMARCHESIELLO@WBKLLAW.COM

*Via Electronic Comment Filing System*

April 26, 2013

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

Re: Ex Parte Notice:  
*Securus Petition for Declaratory Ruling, WC Docket No. 09-144*

Dear Marlene H. Dortch:

This letter is being filed with the Federal Communications Commission (“Commission”) on behalf of Millicorp as notice of *ex parte* presentations in the above-referenced proceeding.

On Tuesday, April 23, 2013, Tim Meade, President of Millicorp; Donovan Osborne, Millicorp’s Director of Communications; and the undersigned (collectively, “Millicorp”) met separately with (i) the following Wireline Competition Bureau representatives: Pam Arluk, Victoria Goldberg, Lynne Engledow, Kalpak Gude, Deena Shetler, Jamie Susskind, and Julie Veach; (ii) Angela Kronenberg, Wireline Legal Advisor to Commissioner Mignon Clyburn; and (iii) Valery Galasso, Confidential Assistant Special Advisor to Commissioner Jessica Rosenworcel.<sup>1</sup> During these meetings, Millicorp discussed the Commission’s pending proceeding regarding the Petition for Declaratory Ruling (“Petition”) filed by Securus Technologies, Inc. (“Securus”) in WC Docket No. 09-144.<sup>2</sup>

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<sup>1</sup> In addition to discussing the matters set forth herein with Ms. Galasso, Millicorp also provided her with a copy of the presentation attached hereto as Exhibit C.

<sup>2</sup> Petition for Declaratory Ruling filed by Securus Technologies, Inc., WC Docket No. 09-144 (filed July 24, 2009) (“Petition”). In its Petition, Securus requests the Commission to approve the blocking by inmate calling service (“ICS”) providers of inmate calls to customers of Millicorp and other similarly situated Voice over Internet Protocol (“VoIP”) providers, which Securus creatively but inaccurately terms “call diverters.” The Commission has not yet acted on the Petition. Millicorp distributed at each meeting the document set forth as Attachment A hereto. Millicorp also provided Ms. Galasso with a copy of the PowerPoint presentation attached to Millicorp’s July 16, 2012 *ex parte* notice in this docket.

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Since the meeting but prior to the filing of this *ex parte* notice, Securus and Millicorp resolved their call blocking dispute in an amicable manner and Securus committed to cease blocking inmate calls to Millicorp's customers.<sup>3</sup> Notably, Securus' primary competitor, Global Tel\*Link Corp., continues to block inmate calls to Millicorp's customers.

During the meetings, Millicorp discussed the following:

- Millicorp has been informed by its customers that, upon determining that the recipient of an inmate call is a customer of Millicorp, ICS providers may block calls to all of the call recipients' telephone numbers, including not only their Millicorp-assigned telephone numbers but also their mobile numbers and other landline numbers assigned by local exchange carriers. In addition, Millicorp has been informed by its customers that they were told by customer service representatives ("CSRs") of ICS providers that the ICS providers will block inmate calls to telephone numbers for which the operating company number, or OCN, is listed in the Line Information Database as Bandwidth.com, a provider of telephone numbers to voice over Internet protocol companies, including Millicorp and Vonage.
- The consistent, egregious treatment of Millicorp's customers by ICS providers' CSRs is an unjust and unreasonable practice in violation of Section 201 of the Communications Act.
- Securus' website states that Securus completes inmate calls to "approved" VoIP providers.<sup>4</sup> Further, Millicorp understands that Securus' CSRs have repeatedly responded to complaints from Millicorp customers about call blocking by stating that Millicorp is not an "authorized" telephone company. Millicorp's efforts to determine how to qualify for Securus' "approved" list of VoIP providers initially were unsuccessful. However, as noted above, since the Commission meetings described herein, Securus has agreed to cease blocking inmate calls to Millicorp's customers.
- Millicorp submits on a daily basis its customers' identities and addresses to the National Directory Assistance ("NDA") database administered by LSSi Corp. ("LSSi").<sup>5</sup> As a result, the names and addresses of the individuals to whom Millicorp has assigned telephone numbers can be obtained from a variety of publicly available and pay-for-use

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<sup>3</sup> See Letter from Dennis J. Reinhold, Vice President, General Counsel, and Secretary, Securus Technologies, Inc., to Julie Veach, Chief, Wireline Competition Bureau, FCC, dated April 26, 2013.

<sup>4</sup> See *VoIP Telephone Numbers are Compatible with Securus*, (Nov. 20, 2012), available at [http://securus.custhelp.com/app/answers/detail/a\\_id/256/related/1](http://securus.custhelp.com/app/answers/detail/a_id/256/related/1).

<sup>5</sup> According to LSSi, it is a Tier 1 supplier of data to "the vast majority of carriers in North America" and the NDA is the "primary resource for 411 Directory Assistance." See June 17 Millicorp Letter, at 15 & n.44.

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reverse directory services, as well as law enforcement reverse directory databases, which generally incorporate LSSI's NDA. In addition, the Federal Bureau of Prisons ("FBOP") permits federal inmates to call Millicorp's customers because the FBOP is able to determine the identity and location of Millicorp's customers via the NDA or one of the numerous reverse directory databases that rely on the NDA.

- Four months ago, Millicorp began populating LIDB with customer information for all new customers during the past four months. ICS providers continued to block calls to Millicorp's customers despite the fact that their names and addresses were available in LIDB.
- Millicorp regularly responds to, and cooperates with, law enforcement inquiries related to inmate calls to specific Millicorp customers, which further demonstrates that law enforcement agencies have had no difficulty determining the identity of inmate call recipients who are Millicorp customers.
- The Commission has provided Millicorp with an opportunity to participate in the Commission's upcoming VoIP numbering trials in which the Commission will provide direct access to telephone numbers to VoIP providers in a limited basis.<sup>6</sup> Millicorp is concerned about expending resources to participate in the trial given the potential for ICS providers to block inmate calls to any numbers to which Millicorp obtains direct access during the trial.

For the reasons set forth above, Millicorp encouraged the Commission expeditiously to deny the Petition.

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<sup>6</sup> See Numbering Policies for Modern Communications, WC Docket Nos. 13-97, 04-36, 07-243, CC Docket Nos. 95-116, 01-92, 99-200, WC Docket No. 10-90, FCC 13-51, ¶¶ 92-108 (rel. April 18, 2013).

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Please direct any questions regarding the foregoing to the undersigned.

Respectfully,

/s/ Phil Marchesiello  
Phil Marchesiello  
Counsel to Millicorp

*Attachment*

*cc (all via electronic mail):*

Pam Arluk  
Lynne Engledow  
Valery Galasso  
Victoria Goldberg  
Kalpak Gude  
Angela Kronenberg  
Deena Shetler  
Jamie Susskind  
Julie Veach

## DECLARATION

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

Signed and dated this 26<sup>th</sup> day of April 2013.

*/s/ Timothy Meade*

Timothy Meade  
President, Millicorp

## Attachment A

### **COMMENTS FILED BY MILLICORP CUSTOMERS IN WC DOCKET NO. 09-144, SECURUS PETITION FOR DECLARATORY RULING**

#### **Debra Ann Addison, file 4/18/2013**

Securus is charging me \$4 per call to speak with my loved one in Elayn Hunt. I only live 46 miles approximately from this facility. He has been in S.C. for 3 years and I was able to communicate with him for a flat rate of 1.29 per call. I got a line from cons call home and used it for a few days and they restricted it. He has a 3 yr old daughter he has never seen yet. It is important for him to be able to talk to her but how can he at \$25 for 6 phone calls.

#### **Robert Johnson, filed 4/09/2013**

I contracted with conscallhome to help reduce my cost of providing phone availability to my stepdaughter. I have no idea what the regulations are concerning communications, but since many entities operate such a cost saving services it seemed logical that numerous companies doing the same thing would not do so in violation of existing laws. I had to wait several days for conscallhome to obtain an access number for me, and then only had the opportunity to talk to my stepdaughter twice before Securus blocked my calls. Calls were blocked on April 2, 2013. It now is April 5, 2013 and Securus will not remove the block from my phone number to allow communications. When I challenged them regarding going to the Governor of Kentucky to request a change in the communications provider for prison systems, they essentially threatened me with being fraudulent, in violation of federal law and could be subject to prosecution and removal of inmate calling rights. I find that Securus is in fact the fraudulent party, making false threats to control communication access, lying about having not received proof of phone ownership to delay the communication process and having established the blocking methodology in which they manipulate and monopolize illegally prison communications. The FCC needs to step in financially hold Securus accountable for deceit, performing blockage of communications outside their responsibility and for the millions of dollars they have cost system users in having to establish more expensive communication methods, or long distance trips to be able to communicate with inmates and find out needs. Not only that, but the anguish and mental health issues directly created by Securus.

#### **Pam Adams, filed 4/2/2013**

I set up account 2 weeks ago with Consolidated Call Home 888-524-6151 as my son was in Desoto Adult Detention Center and I wanted to get calls from him at lower rate. They gave me a # and told me I had to register the number with Securis, www.securustech.net 800-844-6591. My son was only able to make 1 phone call to me through xxx-xxx-xxxx. I spoke with him last night and said # blocked. I called Consolidated again & they canceled the # and gave me a new one xxx-xxx-xxxx & said I had to call Securis back to re-register the call. I had already paid Securis \$55.00 for 100 minutes + \$7.95. It took me 1 hour to get someone on the phone, her name was Tiffany, and after minutes of her telling me I didn't have anything set up with them she finally found it and said that it was blocked and that Consolidated Call Home was a fraudulent company and that I was doing something fraudulent. She told me I could not cancel or get any money back

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from them & for my son to call me, I had to fax them xxx-xxx-xxxx my phone bill and then they would un-block the number. I called Consolidated Call Home back and they said that they are a legit company & that Securis was doing this so I would go directly through them & pay more money. Consolidated canceled my account & said they would talk to Securis, but would be good for me to file this notice about Securis.

### Michael Klose, filed 3/5/2013

Primary conflict with Global Tel Link (GTL) began March 10th, 2012. The apparent issue is GTL attempting to block all communications involving VoIP services. In my situation Cons Call Home (CCH) specifically. My experience was confirmed by attempting to establish two individual cell phone accounts, linked by local CCH provided numbers. The first accounted was approved and is now functioning for only one reason: The GTL representative initiating this account did NOT request a copy of the phone statement. The second case their representative did make such a request, Cons Call Home faxed this information to them. It is my understanding that the MillCorp (CCH) identification was the sole reason this second account would never be activated. In my opinion a blatant case of blocking both F.C.C. and F.T.C. protection of open Federally regulated communications and interstate commerce. After having dealt with GTL for over one year I was "inadvertently" informed that any account that was not used in a three (3) month period would have any and all funds confiscated. A refund could be requested, for a five dollar fee. I did not find this clause in any of the terms and condition statements provided by GTL. As an aside from this situation: There is a complete lack of professionalism shown by the GTL staff that I had contact with. Arrogance is the first term that comes to mind. If their first attempt at explaining a requirement is not understood, there comes a complete lack of trying to clarify the issue. If you do not understand then it is your fault. They are lacking in any attempt to convey their policies and procedures to customers. The communications/telephone system they use only adds to this lack of customer care. The representative can barely be distinguished from all the background noise and chatter of other agents. This particular situation was the final "straw on the camels back", only adding to the frustration and irritation of losing contact with an incarcerated family member. It is inexcusable. The literal hurdles GTL creates in order to dominate, ney monopolize, has added family conflict. This should never be present in something so simple and expected when using F.C.C. regulated companies. Further experience with GTL includes having a functioning cell phone account terminated when the company discovered the use of CCH services. To the best of my knowledge GTL has begun a check of current accounts - if it is discovered that a local telephone number was provided by a VoIP provider (in my case CCH) the account was blocked for "billing verification". Despite numerous attempts by me to reactivate this account the situation was never rectified. I demanded to know why the account was closed after working for over a year. No explanation was provided. I requested a refund of the remaining balance. Since I was out of country for over three months the representative stated I had exceeded their allowed request time. This is in contrast to a more recent explanation as described earlier. Global Tel Link is the proverbial scheister operation that deserves a detailed investigation and potential prosecution leveled at them. Having worked in professional industries where ethics and following F.D.A. requirements were paramount - the business practices of GTL are simply inexcusable and should not be tolerated by the regulating authorities that supposedly govern them.

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### George Hambrick, filed 2/6/2013

They charge \$15.00 for every call, max time being 15 minutes. I tried to set up an account with a live person, and when I asked the rates she switched me back to the computer talk start over. They will not give you any rates, and you can't find the rates over the internet. It is a total scam and should be stopped. They are taking advantage of people when they are down and already in a vulnerable state. These people are leeches. This process should be stopped, and the owners prosecuted.

### Daniel Gallo, filed 1/30/2013

They have blocked my account, saying conscallhome is fraudulent, and the number they gave me, and wouldnt be surprised if the info they send to securus "CCH" Would be rejected, so i hope this gets cleared up, here part 2 of the chat transcirpt. Lue: Hi, my name is Lue. How may I help you? DANIEL GALLO: hi lue DANIEL GALLO: i just talkeds to you Lue: Yes. DANIEL GALLO: i just called the conscallhome, and they said they would fax you evertyhing you need to know so you know I own the number and its not a forawarding thing, is this good enough Lue: No; It has to come from your phone provider. DANIEL GALLO: they said they are my phone provider DANIEL GALLO: since that is my "like" monthly bill Lue: Who do your calls go through? DANIEL GALLO: it goes thru them DANIEL GALLO: when she calls me my girl "inmate" it uses that number "my monthly bill number" they provided me Lue: You said earlier that your calls were supported by an company like clear, etc. DANIEL GALLO: well my line where it being picked up on is magic jack, but that is free for me Lue: So; You will have to send information from Magic Jack. DANIEL GALLO: but my monthly bill service so where she can call me is the conscallhome number, which is the number you have for my account Lue: If this is not your home number; Then the number that Cons call home gave to you is fraudulent. DANIEL GALLO: idont understand, i pay for that service, i own that number line they gave me Lue: Yes; but according to our terms, and conditions this is fraud. DANIEL GALLO: there is no support on magic jack, it's just a free service you plug into your computer, wo im lost here Lue: Okay; You can send in the information, but I would not be surprised if the information is rejected. Lue: Thank you for contacting Securus Correctional Billing Services. I hope that I have addressed all of your needs. DANIEL GALLO: yea there doing it already, there sending it in the morning DANIEL GALLO: with my name info, and all that other stuff you need for proof Lue: Thank you. Lue has disconnected. well thanks for here my story,just want this to get cleared up. Thanks

### Stephanie Belcher, filed 1/10/2013

My fiancee 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 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, 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

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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 anything 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

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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 fiancee to call me at home then it is for me to call someone in Singapore. My next step is the BBB afterwhich, 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 it'srepresentatives 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

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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).

Eachcall 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 Transplnt 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.

### Darlene Greene, filed 12/26/2012

After setting up my account with GTL I received my calls for about 2 months and then the calls stopped coming through. I called numerous times about it and nobody could figure out why I wasn't getting my calls. After not being able to receive my calls for over 2 months I decided to check into some other way. That is when I found Conscallhome. I set it up in October and I still

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was not getting my calls on the local number they gave to me. Today I called GTL to find out why I wasn't getting the calls from the local number that ConsCallHome gave me. She told me that it was illegal for me to get that local number from CCH. So after paying on CCH for 2 months and not receiving the calls I called to cancel the account. That is when I found out about this website. I hope my input can help in some small way. We just want to be able to talk to our loved ones at an affordable and fair price. My husband and I are on Social Security and every dollar means a lot. GTL has a monopoly on this and that just doesn't seem fair. They can do what they want and you have to put up with it because you don't have a choice in the matter. I really hope this helps to change things.

### John Monast, filed 12/20/2012

Securus has blocked my phone number and continues to prevent me from having contact with my loved one!! After receiving calls from my fiance for more than a month - She was suddenly blocked from calling me. After numerous phone calls I finally was told that my phone was blocked because I had reached THEIR spending limit! I told them that I pay my phone bill & am current with my payments so why would/do they care that I reached some arbitrary and capricious limit that THEY set??!! That should have no bearing on me!! I have paid my provider! What gives them the right to block my number?? I am an American and a veteran, decorated for Heroism - what manner of phone nazi BS are they pulling?? Some random company TELLING me that I MUST buy their product in order to communicate with a loved one - when I have PAID my phone provider IN FULL for my service. This is a SCAM and some kind of MONOPOLY they are trying (and succeeding) to put in place!!! I have NEVER heard of something SO UNAMERICAN! FCC please act NOW! Thank You

### Terri Bledsoe, filed 11/26/2012

My son was incarcerated in the Nez Perce county jail and is now in the Idaho Department of Corrections. When in the county jail, i put money on a securus inmate calling account. My son was able to call a couple of times and then he told me that my line was blocked. I called them back to see what the problem was and they told me that I needed to fax in a copy of my phone number. I went and got all the information they needed and it still wasn't cleared up. to this day they still owe me money from the account. I do not want this to happen when I put it on his prison account. Hopefully you can stop this as I am disabled and would like to talk to my son I appreciate any help that is given. thank you