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MAY 13 2013

FCC Mail Room

This is a public Comment For the Wright Petition (CC Docket# 96-128)

Corey Douglas Grant

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1300 Western Blvd.

Raleigh, NC 27606

5-4-13

DEAR Chairman Genachowski,

I'm currently incarcerated in the state of North Carolina. At Central prison. I've been incarcerated since September of 2009. I've spend time between the Mecklenburg County jail in Charlotte, and Central prison in Raleigh for the entire time.

Over this time period. I've been unable to use the services of the telephone because my family members, and Childrens mother's cannot afford to pay the cost of the charges. The few times I'm able to use the services of the phone, many of these times calls have been dropped.

Both the Mecklenburg County jail and North Carolina department of Public Safety use the services of Global tel link to provide telephone services to inmates. The cost of the calls vary on whether in state or out. In state calls range from \$2.00 - \$3.00 sometime more. IF you buy pre-paid minutes you get a set rate. But if you don't have pre-paid minutes call charges vary. The same applies for out-of-state calls. Some out of state calls are \$10.00 or more for one call. IF the call is not drop the calls

only last for 10 minutes.

Dealing with Global tel Links is difficult because many of times they refuse to give you the proper refund on drop calls. This applies to pre-paid minutes too. Sometimes pre-paid minutes or calls are subtracted without even talking to family members.

The price of the call is not stated during the call. The person receiving the call has to press the required number to hear the price of the call. So many of times family members do not realize the call is so expensive.

These expensive charges have truly hindered my family and I communication. I'm not able to call on Birthdays and Holiday's; and due to the fact that my family lives in Charlotte and I'm in Raleigh the telephone is important to help our bond.

So in closing, I ask that the exploitation of incarcerated individuals through outrageous phone charges and poor service be stop. Family is key to the rehabilitation of individuals, and the telephone is a vital key to the family bond. So please protect this tool and the individuals who use it.

Sincerely,

Corey Grant

Corey Grant 5-4-13

CC Pocket 96-128
2000D

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Bellefonte, PA 16823-0820

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

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RE: PRISON PHONE SERVICE COMPLAINTS

Dear Chairman,

I am writing you in regards to the crime being committed against Pennsylvania prisoners, which is the phone system. Recently, our service provider has been changed to GlobalTelLink, with a mailing address putting at least one of its offices in Denver, Colorado. This company charges us \$5.15 for a fifteen minute call within the state, and \$10.30 for the same amount of time, for calls out of state. They have removed any true means of collect call capabilities: instead, now my family h's to set up an account with the company for pre-paid, calls, with a minimum of \$25.00 monthly. The catch is, no matter how much is on the account, at the end of the month, if those funds are not use in the form of calls, the money is not kept in the account or rolled over to the next month- that money is lost! So, to save my family any wasted funds, I have to purchase phone time on our commissary system. These "phone cards" are sold in \$10.00, \$15.00, \$25.00, \$50.00 and \$100.00 increments.

The service is also very circumspect, with calls being constantly cut off, caller being charged for the three minutes the original message plays, as well as the four reminder messages (which repeat that it is a prison collect call) that cut in so loudly that your conversation is interrupted. Any sudden bump of button on the phone causes the system to issue a "three-way alert", and disconnect the call. Each disconnect costs an inmate more money, as the calling back costs surcharge and connection fees. We prisoners in Pennsylvania are at a real disadvantage, and so are our families. How can we be expected to come home and be productive members of our society, when we are heavily taxed and burdened with gimmicks in our attempts to keep ties with the outside? At a pay rate of \$.19 an hour, any help we can get in regulating the mafia-esque tactics being used against us.

Thank you in advance, for your time and effort in this matter.

Date: May 6, 2013

Sincerely,

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