

WILLIAM ADAMS
HD4341/SCI-DALLAS
1000 FOLLIES ROAD
DALLAS, PA 16812
AUGUST 25, 2013

FEDERAL COMMUNICATIONS COMMISSION
CONSUMER CENTER
445 12th St. SW
WASHINGTON, DC 20554

Received & Inspected

SEP 03 2013

FCC Mail Room

DEAR CONSUMER CENTER:

This letter is an inquiry regarding informal complaints and questions concerning telephone services and rates provided to prisoners.

An article that appeared in the Wall Street Journal August 12, 2013, concerning a recent "cap" authorized and issued by your department, for debit paid and collect placed calls to friends and family members of prisoners. It also stated that prisoners could file complaints and seek refunds.

*In Pennsylvania since the installation and activation of such phone services such as Global Tel*Link, have been charging double, if not more than your current cap., since 1996.*

This letter is being submitted in the attempt to obtain the appropriate forms for filing complaints and seeking refunds in this matter. Thank you for your time and assistance.

Sincerely,

William Adams

SCI DALLAS
1000 FOLLIES ROAD
DALLAS, PENNA. 18612

August 16, 2013

FEDERAL COMMUNICATION COMMISSION
CONSUMER CENTER
445 12th ST., SW
WASHINGTON, DC. 20554

Received & Inspected

SEP 03 2013

FCC Mail Room

DEAR CONSUMER CENTER:

This letter is being forwarded to your office as a public inquiry regarding informal complaints, and question concerning telephone services and rates provided to prisoners.

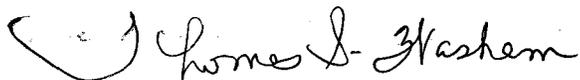
In several newspaper sources, the "Wall Street Journal August 12, 2013" there were printed articles relating to recent "cap" authorized and issued by your Department for debit paid and collect placed calls to friends and family members of prisoners. It included in this printed article, that prisoners could file complaints, and seek refunds, where it can be found that since Pennsylvania installation and activation of the current phone services, under companies such as Global Tel*Link. Have charged prisoners love ones double in rates, if not more than the current going "cap rate". This has been the case every since the introduction of the present phone system. To date the rate per-call still exceeds 12 cents/ 14 cents per minute for a pre-paid and collect calling.

Therefore, this letter is being submitted in the attempt to obtain necessary, and appropriate forms for complaints seeking refunds in these matters.

Your assistance and/or referral to the above inquiry will be truly appreciated.

Thank you for your time, service, and coopreation.

Sincerely,

James S. Hashem

SCI DALLAS
1000 FOLLIES ROAD
DALLAS, PENNA. 18612

August 16, 2013

FEDERAL COMMUNICATION COMMISSION
CONSUMER CENTER
445 12th ST., SW
WASHINGTON, DC. 20554

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Sincerely,

A large, stylized handwritten signature in black ink, appearing to read "S. Salad". The signature is written in a cursive style with a large, looping initial "S" and a long horizontal flourish at the end.

Agency Caps Inmates' Phone Rates

By Joe Palazzolo

The Federal Communications Commission voted Friday to cap rates for prisoners' telephone calls, ending an era in which inmates were charged as much as 89 cents a minute on top of setup fees that ran as high as \$3.95 a call.

The commission's 2-1 vote caps interstate charges for prepaid calls at 21 cents per minute and collect calls at 25 cents per minute. Those are still high at a time when unlimited long distance offerings are commonplace, but prisoners can file challenges and seek refunds for rates exceeding 12 cents per minute and 14 cents per minute for regular and collect calls, according to the FCC.

The move is the culmination of a process that began more than a decade ago when Martha Wright, a Washington, D.C., grandmother, filed a petition with the agency because she wanted to speak with her grandson, who was serving a murder sentence outside the district, without incurring \$18 in charges for a five-minute phone call.

Telecommunications companies and law-enforcement groups had argued the higher rates were reasonable in light of the costs of oversight, security and technology required to monitor calls and analyze recordings.

But the FCC majority said the rates reflected agreements in which states looked for the biggest commission rather than the best deal for consumers, and that the burden was largely borne by inmates' families.

"Their wait is finally over," said acting FCC Commissioner Mignon Clyburn, invoking the words of singer Sam Cooke. "It's been a long, long time coming, but change has finally come."

Prisoners' rights groups say the high rates stemmed from so-called site commissions—payments that phone-service providers agree to pay to the states in order to win business from

prisons. Prisoners have argued unsuccessfully in federal court that exclusive arrangements between prisons and service providers restrict their phone choices and drive up rates, chilling their speech in violation of the First Amendment.

Last year, the Eighth U.S. Circuit Court of Appeals rejected the First Amendment claims of an Arkansas prisoner who said a 10-minute interstate call cost him \$10.43, plus taxes and other charges.

The Eighth Circuit case highlighted a contract between the Arkansas Department of Corrections and Global Tel*Link, in which the company turned over 45% of its gross revenue to the prison system.

According to a study by Prison Legal News, a prisoner-advocacy group, states receive on average 45% of revenue from prisoners' calls.

The FCC decision also barred service providers from adjusting their interstate rates to account for such commissions, and from charging higher rates for those who use telecommunications relay services because of hearing or speech disabilities.

A spokesman for Global Tel*Link, which according to its website, provides service to about 50% of inmates nationwide, didn't immediately respond to a request for comment. The company is owned by New York-based private-equity firm American Securities LLC, which didn't respond to a request for comment.

CenturyLink Inc., another major service provider, declined to comment. Another provider, Securus Technologies Inc., didn't immediately respond to a request for comment.

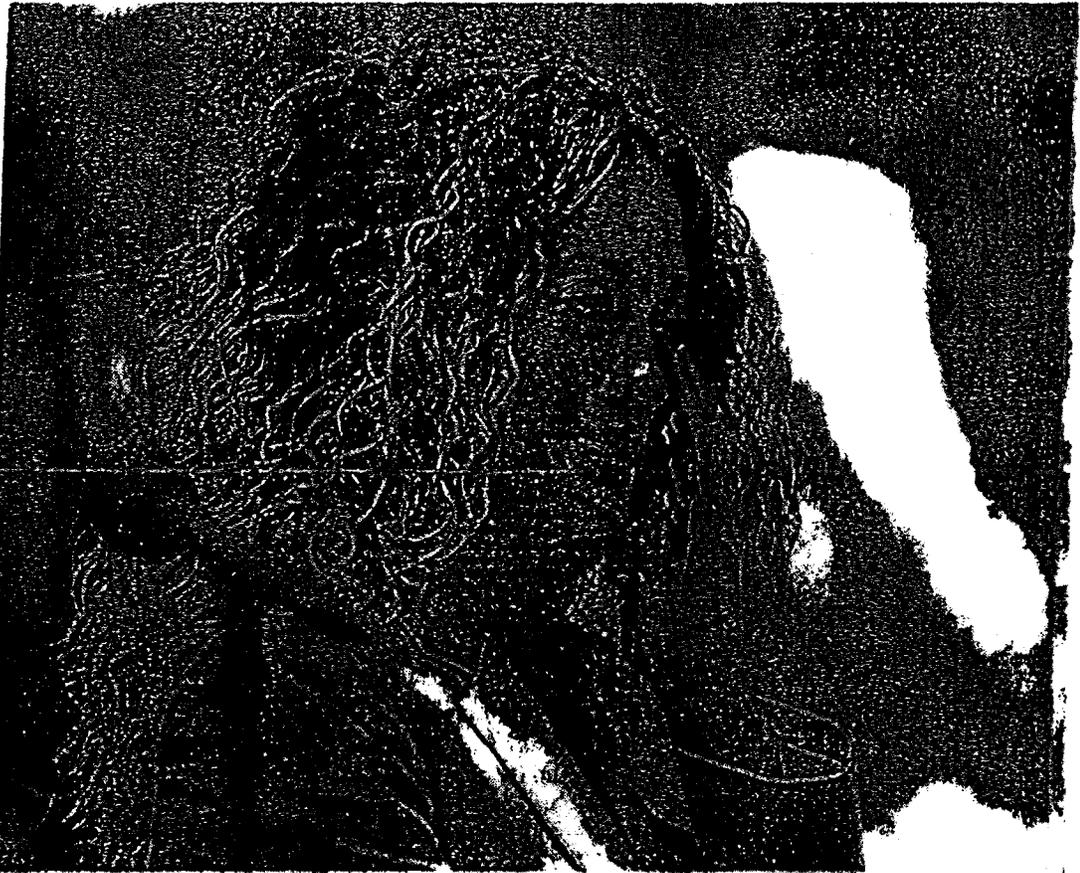
Inmate calling services are typically limited to collect or

debit-based calling from pay phones. The new regulations apply only to interstate communications, but the commission has asked for public comment on revising rates for intrastate calls. Some service providers in meetings with FCC staff said their business could become unsustainable if the FCC lowered interstate rates without addressing rate caps set by the states for calls within their borders.

Commissioner Ajit Pai, who dissented from the ruling, said he supported regulation of inmate calling rates but questioned whether the FCC had the resources to sort legitimate costs from others.

"To put it simply, I'm concerned the order will prove very difficult to administer and have unintended consequences," he said.

—Ashby Jones
contributed to this article.



Bethany Fraser, a family member affected by the high telephone rates charged to prison inmates, listens to Friday's Federal Communications Commission hearing in Washington.

August 20, 2013

Received & Inspected
SEP 03 2013
FCC Mail Room

SCI Dallas
1000 Follies Road
Dallas, Pa 18612

Federal Communications Commission
Consumer Center
445 12th Street., SW
Washington, D.C. 20554

Dear Customer Center;

This letter is being forwarded to your office as a public inquiry regarding complaints and questions concerning telephone services and rates provided to state prisoners in Pennsylvania.

In several newspaper sources, e.g., the August 12, 2013 Wall Street Journal, there were printed articles relating to a recent "cap" authorized and issued by your Department for debit paid and collect calls placed to friends and family members of prisoners out of state, locally and internationally. It stated that prisoners could file complaints and seek refunds where it can be found that Pennsylvania, since the installation and activation of such phone services under companies like Gobal Tel Link, have been charged double, and more than your current cap since 1996. To date this is ongoing and still exceeding 12 cents/ 14 cents per minute for direct debit and collect calls.

This letter is being submitted in an attempt to obtain necessary and appropriate information and forms for filing complaints to seek refunds in these matters. Your assistance and referral to the above inquiry will truly be appreciated. I look forward to hearing from you soon.

Thank you for your time, service and your understanding cooperation.

Sincerely,

BERNARD KENNEDY #HA-7121
SCI DALLAS
1000 FOLLIES ROAD
DALLAS, PA 18612

Received & Inspected

SEP 03 2013

FCC Mail Room

August 16, 2013

FEDERAL COMMUNICATIONS COMMISSION
CONSUMER CENTER
445 12th St., SW
Washington, DC 20554

DEAR CONSUMER CENTER:

This letter is being forwarded to your office as a public inquiry regarding informal complaints and questions concerning telephone services and rates provided to prisoners.

In several newspaper sources, the Wall Street Journal-Monday 12, 2013, there were printed articles relating to a recent 'cap' authorized and issued by your Department for debit paid and collect placed calls to friends and family members of prisoners. It included in its printed position that prisoners could file complaints and seek refunds, where it can be found that Pennsylvania since the installation and activation of such phone services under companies like Global Tel*Link, have been being charged doubled, if not more, than your current going cap- since 1996 until this ongoing present date, still exceed 12 cents / 14 cents per minute for regular and collect calls.

Therefore, this letter is being submitted in the attempts to obtain necessary and appropriate forms for complaints and seeking refunds in these matters. Your assistance and/or referral to above inquiry will be truly appreciated.

Thank you for your time, services and for your understanding cooperation.

Sincerely,

Bernard Kennedy

E. K Hall DP. 7940
SCI DALLAS
1000 FOLLIES ROAD
DALLAS, PA 18612

Received & Inspected

SEP 03 2013

FCC Mail Room

August 16, 2013

FEDERAL COMMUNICATIONS COMMISSION
CONSUMER CENTER
445 12th St., SW
Washington, DC 20554

DEAR CONSUMER CENTER:

This letter is being forwarded to your office as a public inquiry regarding informal complaints and questions concerning telephone services and rates provided to prisoners.

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Therefore, this letter is being submitted in the attempts to obtain necessary and appropriate forms for complaints and seeking refunds in these matters. Your assistance and/or referral to above inquiry will be truly appreciated.

Thank you for your time, services and for your understanding cooperation.

Sincerely,


E. K Hall DP. 7940
1000 Follies Road
Dallas, P.A., 18612

F Y I

Received & Inspected

SEP - 3 2013

FCC Mail Room

Kevin Inge
HW-6757 1 Kelley Drive
Coal Township, Pa 17866-1021

26 August 2013

Federal Communications Commission
Department of Records
445 12th Street, NW
Washington, DC 20554

RE: Freedom of information Request

Dear Sir or Madam:

Pursuant to the Freedom of Information Act, 5 U.S.C. § 552, (and/or Privacy Act, 5 U.S.C. § 552a,) I hereby request access to (or a copy of):
The proposal approved August 9th, 2013, to lower inmate phone call rates.

I am requesting these records for non-commercial personal use.

(If any expenses in excess of \$5.00 are incurred in connection with this request, please obtain my approval before any such charges are incurred.)

I request a waiver of fees because my interest in the records contribute significantly to my case.

I will expect a response within 20 working days as provided by law. If my request is denied in whole or in part, I expect a detailed justification for withholding records. I also request any segregable portions that are not exempt to be disclosed.

Thank you for your prompt attention to this matter.

Very truly yours,

Kevin Inge



TO/MIGNON CLYBURN
CHAIRWOMAN FCC

8/23/13

FROM/MARVIN SUTTER
EJ-9181
175 PROGRESS DRIVE
WAYNESBURG, PA. 15370

Received & Inspected

SEP - 3 2013

FCC Mail Room

DEAR MS. CLYBURN

I AM SENDING YOU A COPY OF A GRIEVANCE I FILED HERE AT SCI-GREENE
A PA DEPT OF CORRECTIONS FACILITY ABOUT THERE PHONE SYSTEM.

THE BIGGEST ISSUES BEING THAT I HAVE ALWAYS BEEN ABLE TO CALL
MY LAWYER COLLECT AND NOW THROUGH THIS SYSTEM I'M NOT ALLOWED
TO CALL MY COURT APPOINTED LAWYER WHICH IS IN DIRECT GRIEVANCE.

COULD YOU PLEASE LOOK INTO THIS OUTWARD TRY BY THE PA D.O.C
TO MAKE ME PAY TO CALL MY LAWYER WHICH IS NOT WHAT THE COURT
HAS MANDATED.

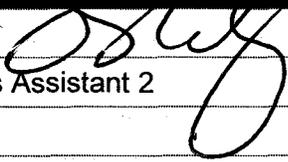
SEP - 3 2013

INITIAL REVIEW RESPONSE

SCI-Greene
169 Progress Drive
Waynesburg, PA 15370

FCC Mail Room

This serves to acknowledge receipt of your grievance to the assigned Grievance Officer. The response is as follows

Inmate Name:	Marvin Sutter	Inmate Number:	EJ-9181
Facility:	GREENE	Unit Location:	KB-42
Grievance #:	464846	Grievance Date:	6/20/13
Publication (if applicable):			
Decision:	<input type="checkbox"/> Uphold Inmate <input checked="" type="checkbox"/> Grievance Denied <input type="checkbox"/> Uphold in part/Denied in part		
<p><i>It is the decision of this grievance officer to uphold or deny the inmate's initial grievance. This response will include a brief rationale, summarize the conclusion, any action taken to resolve the issue(s) raised in the grievance and, relief sought.</i></p>			
Response:	<i>Frivolous</i>		
<p>I am in receipt of your grievance number 464846 dated June 14, 2013 therefore I am providing you with a response.</p> <p>In your grievance you state you attempted to call your lawyer (Michael Huff 215-567-2120). This lawyer was court appointed which means no charge to you whatsoever. A Global phone system recording interrupted your call and stated "set-up an advance pay money saving option". Because this lawyer is court appointed you do not have to pay to call him through a payment plan.</p> <p>According to your phone records telephone number 215-567-2120 does not appear to have the ability to receive collect calls therefore it is necessary for Mr. Huff to set up an account with Global Tel Link. If he is not willing to set up a collect account, it will be necessary for you to purchase a calling card to telephone him. Although your attorney is court appointed this does not mean you do not have to follow DC-ADM 818 telephone procedures which may include obtaining a calling card to speak with him via the telephone.</p> <p>Your grievance is denied.</p>			
Signature:	Tracy Shawley 		
Title:	Superintendent's Assistant 2		
Date:	7/26/13		

cc: Facility Grievance Coordinator
DC-15

DC-ADM 804, Inmate Grievance System Procedures Manual

Section 1 – Grievances & Initial Review

Issued: 12/1/2010

Effective: 12/8/2010

Attachment 1-D

FYI

Received & Inspected

SEP - 3 2013 8/28/31

TO: Federal Communication Commission

FCC Mail Room

445 12th Street, S.W.

Washington D.C. 20554

To Whom This May Concern,

I would like to obtain an official copy of this Commission's ruling on interstate calls for inmates. Will you please send me a copy of the collect and pre-paid inmate calls, ruling and any information directly related to this issue.

Thankyou,

Alonzo Morris #243971

J.T.V.C.C. (James T. Vaughn. Cons. Ctr.)
1181 Paddock Rd.

Smyrna De 19977

James A. Dulak(463678)
Legislative Chairman
National Lifers of America
Chapter 1008
Gus Harrison Correctional Facility
2727 E. Beecher Street
Adrian, MI. 49221

August 22, 2013

Mignon Clyborn
Commissioner
Federal Communications Commission
1919 M Street NW
Washington DC 20554

Received & Inspected
SEP - 3 2013
FCC Mail Room

RE: Telephone rates for inmates

Dear Commissioner:

I'm writing this letter to hopefully get some added information out of an article that was written in the Wall Street Journal on page 2a of the August 10-11 issue regarding a decision your agency decided. Hopefully you can find the time to address my questions.

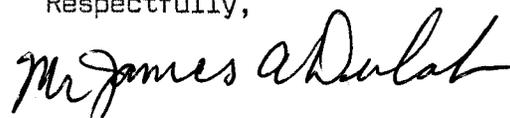
In the second paragraph of this article, there is a statement that prisoners can challenge phone rates for a refund. That raises the questions of who, what, and how? So, whom do I challenge for a refund? What specifically is this challenge called? How do I initiate this challenge?

Corrections Departments across this great Nation have been "skimming" monies from phone contract providers for years. I am very thankful that the FCC's intervention has caused a favorable decision for the people who's family members are incarcerated. Most of these families already face economic challenges without being exploited by State agencies abusing their power and discretion, thus aiding in the economic woes of this class of people.

In the Great State of Michigan, this practice violates 11 of the 26 provisions of the Consumers Protection Act of the 1963 State Constitution. It's about time ~~THE FCC~~ makes the States follow the Laws that are clearly established and that State agencies are not Above the Law.

I thank you in advance for your time and consideration in this matter. I await a response in this matter. God Bless America.

Respectfully,



Mr. James A. Dulak

JAD/cc
file

Agency Caps Inmates' Phone Rates

By JOE PALAZZOLO

The Federal Communications Commission voted Friday to cap rates for prisoners' telephone calls, ending an era in which inmates were charged as much as 89 cents a minute on top of setup fees that ran as high as \$3.95 a call.

The commission's 2-1 vote caps interstate charges for pre-paid calls at 21 cents per minute and collect calls at 25 cents per minute. Those are still high at a time when unlimited long distance offerings are commonplace, but prisoners can file challenges and seek refunds for rates exceeding 12 cents per minute and 14 cents per minute for regular and collect calls, according to the FCC.

The move is the culmination of a process that began more than a decade ago when Martha Wright, a Washington, D.C. grandmother, filed a petition with the agency because she wanted to speak with her grandson, who was serving a murder sentence outside the district, without incurring \$18 in charges for a five-minute phone call.

Telecommunications companies and law-enforcement groups had argued the higher rates were reasonable in light of the costs of oversight, security and technology required to monitor calls and analyze recordings.

But the FCC majority said the rates reflected agreements in which states looked for the biggest commission rather than the best deal for consumers, and that the burden was largely borne by inmates' families.

"Their wait is finally over," said acting FCC Commissioner Mignon Clyburn, invoking the words of singer Sam Cooke. "It's been a long, long time coming, but change has finally come."

Prisoners' rights groups say the high rates stemmed from so-called site commissions—payments that phone-service providers agree to pay to the states in order to win business from



Bethany Fraser, a family member affected by the high telephone rates charged to prison inmates, listens to Friday's Federal Communications Commission hearing in Washington.

prisons. Prisoners have argued unsuccessfully in federal court that exclusive arrangements between prisons and service providers restrict their phone choices and drive up rates, chilling their speech in violation of the First Amendment.

Last year, the Eighth U.S. Circuit Court of Appeals rejected the First Amendment claims of an Arkansas prisoner who said a 10-minute interstate call cost him \$10.43, plus taxes and other charges.

The Eighth Circuit case highlighted a contract between the Arkansas Department of Corrections and Global Tel*Link, in which the company turned over 45% of its gross revenue to the prison system.

According to a study by Prison Legal News, a prisoner-advocacy group, states receive on average 45% of revenue from prisoners' calls.

The FCC decision also barred service providers from adjusting their interstate rates to account for such commissions, and from charging higher rates for those who use telecommunications relay services because of hearing or speech disabilities.

A spokesman for Global Tel*Link, which according to its website, provides service to about 50% of inmates nationwide, didn't immediately respond to a request for comment. The company is owned by New York-based private-equity firm American Securities LLC, which didn't respond to a request for comment.

CenturyLink Inc., another major service provider, declined to comment. Another provider, Securus Technologies Inc., didn't immediately respond to a request for comment.

Inmate calling services are typically limited to collect or

debit-based calling from pay phones. The new regulations apply only to interstate communications, but the commission has asked for public comment on revising rates for intrastate calls. Some service providers in meetings with FCC staff said their business could become unsustainable if the FCC lowered interstate rates without addressing rate caps set by the states for calls within their borders.

Commissioner Ajit Pai, who dissented from the ruling, said he supported regulation of inmate calling rates but questioned whether the FCC had the resources to sort legitimate costs from others.

"To put it simply, I'm concerned the order will prove very difficult to administer and have unintended consequences," he said.

—Ashby Jones
contributed to this article.

WALL STREET JOURNAL
AUG 10-11, 2013 P 2-A

FROM: PATRICK CAMPBELL
#HA-1284
1100 PIKE STREET
HUNTINGDON, PA. 16654-1112

Received & Inspected
SEP - 3 2013
FCC Mail Room

TO: Mrs. Mignon Clyburn-FCC Commissioner
445 12th Street SW.
Washington, DC. 20554

ISSUE: "Interstate Calling For Prisoners"

Date: 8-27-13

Dear Mrs. Clyburn;

I'M CURRENTLY A PRISONER HOUSED AT SCI-HUNTINGDON, IN HUNTINGDON, PENNSYLVANIA. MY MOTHER IS VERY ILL IN WHICH I AM EXTREMELY STRESSED ABOUT. I HAVE A JOB AND I AM PAID 19¢ AN HOUR AND I WORK FOUR HOURS PER DAY. AFTER BUYING PERSONAL CARE PRODUCTS, I'M LEFT WITH NOTHING.

I AM WRITING THIS LETTER TO YOU IN REFERENCE TO THE STATE OF CRISIS THAT MYSELF AND SO MANY OTHER PRISONERS ARE FACED WITH DUE TO THE HIGH COST OF THE PENNSYLVANIA DOC PHONE SYSTEM. MRS. CLYBURN, MYSELF AND OTHER PRISONERS REALLY NEED TO TALK WITH OUR FAMILIES, ESPECIALLY MYSELF, DUE TO THE CURRENT CONDITION OF MY MOTHER'S HEALTH. HOWEVER I'M NOT ABLE TO BECAUSE OF THE HIGH COST OF MAKING A PHONE CALL. AS YOU KNOW I DO NOT MAKE ENOUGH MONEY TO PURCHASE A PRE-PAID PHONE CARD FROM THE COMMISSARY. I WENT TO THE COUNSELOR I'M ASSIGNED TO AND ASK HIM FOR A PHONE CALL AND I WAS TOLD, "I CAN'T LET YOU USE THE PHONE MR. CAMPBELL, YOU MUST BUY A PHONE CARD."

MRS. CLYBURN, SOMETHING MUST BE DONE ABOUT THIS HIGH COST FOR THE PRISON PHONE SYSTEM. SO I AM ASK YOU IF YOU COULD INTERVENE AND PERSUADE THE PENNSYLVANIA DEPARTMENT OF CORRECTIONS PHONE SYSTEM AFFORDABLE FOR MYSELF AND THE OTHER PRISONERS HOUSED HERE AND ALL THE OTHER STATE CORRECTIONAL INSTITUTIONS. THANK YOU VERY MUCH.

From:Anthony Gore
#CD-3705
1100 Pike Street
Huntingdon, PA. 16654-1112

Received & Inspected

SEP - 3 2013

FCC Mail Room

TO:Mrs. Mignon Clyburn-FCC Commissioner
445 12th Street SW.
Washington, DC. 20554

Date:8/26/13

Dear Mrs. Clyburn,

There is a serious problem with the Pennsylvania Department Of Correction high rate phone call system. It is something I can not afford because of the low pay in the prison system. Talking with love ones helps with relieving stress and keep family strong bonded. The Pennsylvania Department Of Corrections states that they support family ties, well what about inmates keeping in contact with their families by phone?

Mrs. Clyburn, it is already a hardship on the inmates families to travel miles by bus, car, etc. to see their love ones and now the Pennsylvania Department Of Corrections is placing more strain with the ridiculously high rate phone calls.

I humbly ask for your help Mrs. Clyburn, myself and many other prisoners as well as our families would really appreciate it if you'll look into the matter. Thank you very much.

Received & Inspected

SEP - 3 2013

FCC Mail Room

TO WHOM IT MAY CONCERN:

I AM WRITING IN COMPLAINT WITH THE HIGH "INTRASTATE CALLS" FOR THE INMATES IN PENNSYLVANIA. WE NEED A NEW DAY RATE FOR US, BECAUSE \$5.15 A CALL IS WAY TO HIGH TO BE CALLING WITHIN THE STATE WHILE WHEN INMATES WHO WERE SHIPPED OUT OF STATE TO DO TIME IN MICHIGAN DUE TO OVERCROWD-NESS IN PA. CALLS WERE ONLY \$1.60 TO WHEREVER YOU WANTED INSIDE PA. NEW YORK INMATES PHONE CALLS ARE ONLY 75¢ PER CALL 15 MINUTES EACH! FOR 45¢ A CALL WE WILL NOT BE LEFT WITH A BURDEN OF BUYING PHONE TIME TO HAVE A CONNECTION WITH OUR FAMILY OR BUYING FOOD & COSMETICS. PLEASE CHANGE THIS PHONE SYSTEM HERE IN PENNSYLVANIA TO THE SAME AS THOSE INMATES IN NEW YORK TO RELIEVE US & OUR FAMILIES HERE OF THIS HARDSHIP WE FACE. THANK YOU FOR YOUR TIME & CONSIDERATION.

From: VANN LAMONT BAILEY

NO. BE5699

SCI Huntingdon

1100 Pike Street

Huntingdon PA 16654

TO: F.C.C. COMMISSIONER

% MRS. MIGNON CLYBURN

445 12th STREET, S.W

WASHINGTON DC 20554

Received & Inspected

SEP - 3 2013

FCC Mail Room

DEAR. MRS. CLYBURN

I am writing to see if you are able to assist us in the PENNSYLVANIA (Penns.) Dept. of Correction ("DOC") and my family.

Mrs. Clyburn my family been victimized by Global-Tel-Link by over charging my family for telephone calls my family was being charged \$6.25 for a 15 minute phone call. I believe Global-Tel-Link should refund the money for over charging my family. When the Penns. state correction prisoner was house in the state of Michigan they was paying \$1.60 a phone call they was able to call any where in united states.

I think each inmate should receive two(2) FREE 15 minute telephone calls each month. I like to know can you get our phone rates that low due to the fact that Global-Tel-Link is in violation of the Penns state law also in violation of the Federal Law.

Vann L. Bailey
8-26-2013

August 25, 2013

Received & Inspected

SEP - 3 2013

FCC Mail Room

FCC Commissioner

Ms.ignon Clyburn

445 12th St.

Washington, DC. 20554

Re Ms.ignon Clyburn:

This letter is in request for your assistance in obtaining favorable Telephone Calls. I'm currently at Leake at the Pennsylvania State Correctional Institution at SCI-Muncie; and the Prison Telephone prices are highly expensive and I'm sure have exceeded the amount of other Prison Phone Systems.

I do have a loving family who deserve all of the communicational attention that I can give them. But the Phone Price System is outrageous. I'm currently employed making .62/cr. at an average of 120 hrs. a month; now between Commissar and P.C. for this bill cost; the price-control within family is in desperate help.

I do trust you can give assistance in this matter and to look forward to your assistance.

Respectfully,

Stanley Lee ET886
Stanley Lee
ET886

Department of Corrections/Departamento de Correcciones
State Correctional Institution/El carbón Township SCI
Telephone System Discrepancy Form/Forma Telefónica de Discrepancia de Sistema

INMATE NUMBER/EI Nombre del preso: EU 9054

IPIN NUMBER/EI Número de IPIN: 847382 SCI NUMBER/Número de DOC: EU 9054
347332 EU-3334

HOUSING UNIT/La Unidad que alberga: 8-B-33 - E-B-30

SIGNATURE/la firma: [Signature]

DATE/La fecha: August 14th 2013

Received & Inspected

SEP - 3 2013

PLEASE BE SPECIFIC. ALL INFORMATION MUST BE COMPLETELY FILLED IN.
Sea por favor específico; Toda información debe ser llenada completamente

FCC Mail Room

TELEPHONE NUMBER CALLED/EI Número telefónico llamó: All on line

INMATE TELEPHONE USED/EI Teléfono del preso usó: Block 1-4

TIME AND DATE OF CALL/EI tiempo y la fecha de la llamada: 3AM-3PM, Mon-Fri.

EXACT NATURE OF PROBLEM AND/OR CONCERN/La Naturaleza exacta del problema y o concierne:

~~ON, AUGUST 14th 2013, THE FEDERAL COMMUNICATION COMMISSION VOTED AND ORDERED THAT PRISON TELEPHONE CALLING RATES BE LOWERED. WASHINGTON DC. AND OTHER STATES HAVE ALREADY LOWERED THE COST OF PRISON TELEPHONE CALLS. CAN YOU LET ME KNOW THAT THE COST OF MY TELEPHONE CALLS HAVE BEEN LOWERED OR, IF NOT, WHY NOT? THAT YOU PROVIDE A SERVICE THAT COMPLIES WITH F.C.C. RULES/ORDERS AND RETURN ALL EXCESS FUNDS IMPROPERLY DEDUCTED FROM MY ACCOUNT OR FROM FAMILY SINCE THE APPROVED ORDER/RULE WAS ENTERED.~~

THINGS THAT MAY DISCONNECT YOUR CALL/Las cosas que pueden desconectar su llamada:

1. OTHER PARTY ACCEPTS A CALL WAITING TONE/Otro partido acepta un tono de esperar de llamada.
2. OTHER PARTY TRYING TO MAKE A THREE-WAY CALL/Otro partido que trata de hacer una llamada de tres maneras.
3. PLAYING WITH THE BUTTONS, SWITCH HOOK OR RECEIVER DURING YOUR CALL/Jugar con el gancho de botones o interruptor durante su llamada.
4. ANSWERING MACHINES/Máquinas que contestan.
5. ALL 800 AND 900 NUMBERS/Todo 800 & 900 números.
6. ANY NUMBER THAT DOES NOT ALLOW COLLECT CALLS/Ningún número que no permite reunir las llamadas.
7. HESITATING MORE THAN 4 SECONDS BETWEEN NUMBERS WHILE DIALING/Vacile más de cuatro segundos entre números mientras llamando.

T-NETIX USE ONLY

Date Received:	
Reply:	<u>I am forwarding this request to my employer.</u>
	<u>See Response Attached.</u>
	<u>PM 8/15/13</u>

PM 8/21/13

INMATE CALLING RATES

**AS THE INMATE TELEPHONE SITE ADMINISTRATOR, UNDER
CONTRACT BY**

**GTL/SHAWNTECH, I DO NOT HAVE ANY SPECIFIC KNOWLEDGE
OF THE FCC**

**NOTIFICATION, THEREFORE I DO NOT HAVE ANY COMMENTS
REGARDING THE**

AFFAIRS OF THE FCC.

**P. MANCINI
INMATE PHONES
SHAWNTECH COMMUNICATIONS, INC.**

DONALD JENNINGS, EU9054, S.C.I. COAL TOWNSHIP
1 KELLY DRIVE, COAL TOWNSHIP PA. 17866-10211
AUGUST 23, 2013

ADMIN: P. MANCINI, PRISON REP. SUPERVISOR,
SHAWNTECH COMMUNICATIONS INC. SHAWNTECH COMMUN. INC.

FEDERAL COMMUNICATIONS COMMISSION, WASHINGTON D.C.

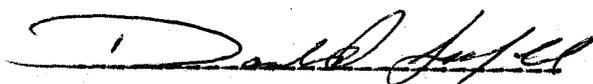
RE: FORMAL COMPLAINT & NOTICE OF INTENT, VIOLATIONS OF F.C.C.
RULES AND REGULATIONS, 8/9/2013 APPROVED ORDER.

TO: ADMIN./REP. P. MANCINI, SUPERVISOR SHAWNTECH INC, F.C.C.;

THIS IS A FINAL REPLY TO P. MANCINI'S 8/15/-8/21/13 RESPONSE TO MY 8/14/2013 DISCREPANCY, A FORMAL COMPLAINT AND NOTICE OF INTENT. PRISON STAFF INFORMED ME THAT YOU ARE YOUR COMPANIES REPRESENTATIVE AT THIS FACILITY AND ARE HERE TO ANSWER ALL DISCREPANCIES, INCLUDING OVERCHARGES. YOU FAILED TO RESPOND CLAIMING THAT YOU SENT THE COMPLAINT TO "YOUR EMPLOYER", THEN, THAT YOU ARE A PRIVATE "CONTRACTOR" WHO HAS NO KNOWLEDGE OF FCC RULES. THERE WAS NO RESPONSE ATTACHED BY YOUR "EMPLOYER" OR "CONTRACTOR" AS STATED. YOU/YOUR COMPANY WERE INFORMED OF THE APPROVED FCC RULING, IT IS PUBLIC RECORD, AVAILABLE TO YOU AND IT IS YOUR BUSINESS AND YOU ARE REQUIRED TO KNOW AND COMPLY WITH THE RULES. YOU CAN NOT CONTINUE TO ILLEGALLY DEDUCT FUNDS BY CLAIMING IGNORANCE. SEE: 8/9/13 FCC ORDER.

ON 8/22/2013, I CALLED HOME AND YOU AGAIN CHARGED ME NINE DOLLARS & TWENTY CENTS FOR A 15 MINUTE DIRECT CALL. YOU CHARGED MY FAMILY OVER TWELVE DOLLARS FOR A 15 MINUTE COLLECT CALL? PURSUANT TO THE ATTACHED F.C.C. RULING/APPROVED ORDER CAPPING COSTS, YOU AGAIN OVER-CHARGED US FOR THE CALLS? PLEASE CORRECT THE ERROR AND ENTER THE IMPROPERLY DEDUCTED FUNDS BACK INTO OUR ACCOUNTS. IF YOU ARE UNABLE TO PERFORM THE FUNCTIONS & DUTIES AS YOUR CONTRACTOR/COMPANIES PRISON REP, THEN FORWARD THIS TO YOUR EMPLOYER FOR RESPONSE, THE CHIEF OFFICER OF SHAWNTECH INC. OR THE PERSON/COMPANY THAT YOU ARE CONTRACTED WITH AND WHO IS MAKING ILLEGAL DEDUCTIONS. I AM ALSO REQUESTING THAT YOU PROVIDE ME WITH THE COMPANIES ADDRESS AND THE NAME OF THE REPRESENTATIVE THAT I SHOULD WRITE TO CONCERNING THIS MATTER, THAT THE NAME AND ADDRESS OF THE PERSON/COMPANY THAT IS ILLEGALLY DEDUCTING FUNDS FROM PRISONERS AND THEIR FAMILIES, IN VIOLATION OF FCC RULES, BE POSTED ON ALL PRISON BLOCKS.

THIS FORMAL COMPLAINT/NOTICE OF INTENT IS ALSO BEING FILED WITH THE FEDERAL COMMUNICATION COMMISSION AND THE BELOW LISTED PERSONS FOR INVESTIGATION, APPROPRIATE ACTION AND RESPONSE. IF YOU OR YOUR COMPANY, PRIVATE CONTRACTOR FAIL TO RESPOND AND CORRECT THE ERRORS/RETURN ILLEGAL DEDUCTIONS, THEN I WILL HAVE NO CHOICE BUT TO FILE APPROPRIATE ACTION AND REQUEST ALL COURT COSTS AND DAMAGES. YOUR ILLEGAL DEDUCTIONS ARE DENYING PRISONERS CONTACT WITH FAMILY AND YOU ARE CAUSING IRREPARABLE INJURY.



cc. DAVID SPROUT L.P.P., ANGUS LOVE, ESQ., PA. PRISON SOCIETY

8-25-13

Received & Inspected

SEP - 3 2013

FCC Mail Room

John McDowell Jr.

AM-8275

1100 pike Street

Huntingdon, PA. 16654

TO: Ms. Mignon Clyburn
445 12th Street S.W.
Washington, D.C. 20554

Hi Ms. Mignon.

How are you? I hope all is well As for myself, I'm doing the best I can under the circumstances. One day at a time. fighting for my rights as much as I can..

I'm writing in regards to the prices for phone services rendered by and through the D.O.C. (Department Of Corrections) via their service providers, an immediate request is presented here (by this undersigner) to have your office investigate the provision to reduce the previous D.O.C. phone rates to those less burdensome (financially) for the consumers (prisoners and our families and friends) responsible for making such phone service "monopoly" a success. It is here by requested that phone rates to the tune of >.75¢ per 15 minutes, (equivalent) to that of NEW YORK'S PRISON(S) phone rates, is an adequate and more affordable expense (in my Opinion) for many of us here at Huntingdon Prison. This suggested rate also has the potential for creating more revenue for co-opt beneficiaries of this service where maintaining a reasonable profit and off-setting the need for the out-rageous service rates charges by the proprietors. So far your office has made proposals to reduce the "interstate" rates for this institution. However, nothing has been done to exact any changes for "interstate" rates, This concern for such reduction of the current rates is imperative and crucial. Our phone expenditures are just to high. It is because of this reason as well as others that this correspondence is being written. Having heard the gist of my problem, Please find it in your heart to address this urgent matter in a time most convenient for you. Thank you for your time and effort in this matter.

John McDowell

TO: MS. MIGNON CLYBURN, FCC COMMISSIONER
FROM: EDWIN CUELLO #FX0684
SCI HUNTINGDON
1100 PIKE ST
HUNTINGDON, PA 16654-1112

8/25/13

Received & Inspected

SEP - 3 2013

FCC Mail Room

RE: PHONE CHALLENGE REIMBURSEMENT

DEAR MA'AM,

HI, I AM WRITING THIS NOTE TO YOU TO INQUIRE ABOUT THE ARTICLE IN THE PAPER. IT SAYS, AND I WILL QUOTE, "PRISONERS CAN FILE CHALLENGES AND SEEK REFUNDS FOR RATES EXCEEDING 12¢ PER MINUTE AND 14¢ PER MINUTE FOR REGULAR AND COLLECT CALLS, ACCORDING TO THE FCC". MA'AM, I HAVE BEEN PAYING BETWEEN 40-50¢ PER MINUTE TO CALL MY MOM IN BOSTON MASSACHUSETTS FOR MANY YEARS. NO ONE IN THIS PRISON HAS ANY IDEA WHAT A "CHALLENGE" IS AND HOW TO GO ABOUT FILING ONE IN ORDER TO GET THIS REFUND FOR THE HIGH RATES THAT WE HAVE BEEN PAYING FOR MANY YEARS. I WOULD GREATLY APPRECIATE IT IF YOU OR ONE OF YOUR STAFF COULD HELP ME WITH THIS. COULD YOU SEND ME THE APPROPRIATE PAPERWORK, OR EXPLAIN WHAT WE MUST DO IN ORDER TO GET THIS REFUND FROM A CHALLENGE. I THANK YOU VERY MUCH FOR YOUR HELP & TIME AND I SHALL AWAIT YOUR REPLY. THANK YOU FOR LOWERING THE PHONE RATES, WE STILL HAVE NO IDEA WHEN THIS WILL GO INTO EFFECT, IS THERE ANY WAY YOU CAN TELL ME THAT? I HAVE ASKED THE GOBAL TEL LINK REP. HERE AT THE PRISON BUT THEY REFUSE TO ANSWER ANY OF MY QUESTIONS. THANK YOU.

SINCERELY,

EDWIN CUELLO



Received & Inspected

SEP - 3 2013

FCC Mail Room

ATT:
FCC Commissioner

I am writing in regards to the PA DOC phone system concerning Intrastate phone rates, and i am respectfully asking my voice to be heard and the F.C.C. place a cap on the Intrastate rates as well as the cap placed upon Interstate rates.

Thank You
Phillip B. Bestley

Phillip Bestley
#HJ-6640
1100 Pike st
Huntingdon, PA 16654-1112

Received & Inspected

SEP - 3 2013

FCC Mail Room

DEAR MIGNON CLYBURN

THIS CORRESPONDENCE IS IN REGARD TO
THE HIGH PRICE OF PHONE CALLS OR TIME
IN THE PENNSYLVANIA STATE CORRECTION
FACILITY. SYSTEM

HOWEVER WE NEED A PRISON PHONE SYSTEM
LIKE NEW YORK - 75¢ PER 15 MIN A CALL.
THIS SYSTEM WOULD BE MORE APPROPRIATE
FOR THE INMATE AND HIS FAMILY.

I WOULD LIKE TO THANK YOU IN ADVANCE
FOR HELPING WITH THIS MATTER.

ROBERT HAWKINS
DOC GU-9603
1100 PIKE ST
HUNTINGDON, PA
16654 - 1112

Received & Inspected

SEP - 3 2013

FCC Mail Room

1000 Follies Road
Dallas, PA 18612-0286

August __, 2013

Julius Genachowski
Chairman
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Dear Mr. Genachowski:

Recently there was a press release indicating that on Friday, August 9, the FCC voted to cap rates for prison interstate telephone calls.

I am including a copy of the article which reported this decision.

I am respectfully requesting a copy of the FCC's 2-1 decision.

Additionally, the article indicated that affected parties could file a claim for reimbursement of excessive costs for the interstate calls. I am requesting any available information (such as a claim form) indicating how one may initiate the process for recoupment of excessive fees/costs, etc.

Much thanks for your office's attention to my inquiry.

Sincerely,

Elliott Rosado 578859
Claimant, SCI-Dallas

attachment/

Agency Caps Inmates' Phone Rates

BY JOE PALAZZOLO

The Federal Communications Commission voted Friday to cap rates for prisoners' telephone calls, ending an era in which inmates were charged as much as 89 cents a minute on top of setup fees that ran as high as \$3.95 a call.

The commission's 2-1 vote caps interstate charges for prepaid calls at 21 cents per minute and collect calls at 25 cents per minute. Those are still high at a time when unlimited long distance offerings are commonplace, but prisoners can file challenges and seek refunds for rates exceeding 12 cents per minute and 14 cents per minute for regular and collect calls, according to the FCC.

The move is the culmination of a process that began more than a decade ago when Martha Wright, a Washington, D.C., grandmother, filed a petition with the agency because she wanted to speak with her grandson, who was serving a murder sentence outside the district, without incurring \$18 in charges for a five-minute phone call.

Telecommunications companies and law-enforcement groups had argued the higher rates were reasonable in light of the costs of oversight, security and technology required to monitor calls and analyze recordings.

But the FCC majority said the rates reflected agreements in which states looked for the biggest commission rather than the best deal for consumers, and that the burden was largely borne by inmates' families.

"Their wait is finally over," said acting FCC Commissioner Mignon Clyburn, invoking the words of singer Sam Cooke. "It's been a long, long time coming, but change has finally come."

Prisoners' rights groups say the high rates stemmed from so-called "site commissions"—payments that phone-service providers agree to pay to the states in order to win business from



Bethany Fraser, a family member affected by the high telephone rates charged to prison inmates, listens to Friday's Federal Communications Commission hearing in Washington.

prisons. Prisoners have argued unsuccessfully in federal court that exclusive arrangements between prisons and service providers restrict their phone choices and drive up rates, chilling their speech in violation of the First Amendment.

Last year, the Eighth U.S. Circuit Court of Appeals rejected the First Amendment claims of an Arkansas prisoner who said a 10-minute interstate call cost him \$10.43, plus taxes and other charges.

The Eighth Circuit case highlighted a contract between the Arkansas Department of Corrections and Global Tel*Link, in which the company turned over 45% of its gross revenue to the prison system.

According to a study by Prison Legal News, a prisoner-advocacy group, states receive on average 45% of revenue from prisoners' calls.

The FCC decision also barred service providers from adjusting their interstate rates to account for such commissions, and from charging higher rates for those who use telecommunications relay services because of hearing or speech disabilities.

A spokesman for Global Tel*Link, which according to its website provides service to about 50% of inmates nationwide, didn't immediately respond to a request for comment. The company is owned by New York-based private-equity firm American Securities LLC, which didn't respond to a request for comment.

CenturyLink Inc., another major service provider, declined to comment. Another provider, Securus Technologies Inc., didn't immediately respond to a request for comment.

Inmate calling services are typically limited to collect or

debit-based calling from pay phones. The new regulations apply only to interstate communications, but the commission has asked for public comment on revising rates for intrastate calls. Some service providers in meetings with FCC staff said their business could become unsustainable if the FCC lowered interstate rates without addressing rate caps set by the states for calls within their borders.

Commissioner Ajit Pai, who dissented from the ruling, said he supported regulation of inmate calling rates but questioned whether the FCC had the resources to sort legitimate costs from others.

"To put it simply, I'm concerned the order will prove very difficult to administer and have unintended consequences," he said.

—Ashby Jones
contributed to this article.

1000 Follies Road
Dallas, PA 18612-0286

Received & Inspected

SEP - 3 2013

FCC Mail Room

August 25, 2013

Julius Genachowski
Chairman
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Dear Mr. Genachowski:

Recently there was a press release indicating that on Friday, August 9, the FCC voted to cap rates for prison interstate telephone calls.

I am including a copy of the article which reported this decision.

I am respectfully requesting a copy of the FCC's 2-1 decision.

Additionally, the article indicated that affected parties could file a claim for reimbursement of excessive costs for the interstate calls. I am requesting any available information (such as a claim form) indicating how one may initiate the process for recoupment of excessive fees/costs, etc.

Much thanks for your office's attention to my inquiry.

Sincerely,


Claimant, SCI-Dallas

attachment/

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Telecommunications companies and law-enforcement groups had argued the higher rates were reasonable in light of the costs of oversight, security and technology required to monitor calls and analyze recordings.

But the FCC majority said the rates reflected agreements in which states looked for the biggest commission rather than the best deal for consumers, and that the burden was largely borne by inmates' families.

"Their wait is finally over," said acting FCC Commissioner Mignon Clyburn, invoking the words of singer Sam Cooke. "It's been a long, long time coming, but change has finally come."

Prisoners' rights groups say the high rates stemmed from so-called site commissions—payments that phone-service providers agree to pay to the states in order to win business from



Bethany Fraser, a family member affected by the high telephone rates charged to prison inmates, listens to Friday's Federal Communications Commission hearing in Washington.

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The FCC decision also barred service providers from adjusting their interstate rates to account for such commissions, and from charging higher rates for those who use telecommunications relay services because of hearing or speech disabilities.

A spokesman for Global Tel*Link, which according to its website, provides service to about 50% of inmates nationwide, didn't immediately respond to a request for comment. The company is owned by New York-based private-equity firm American Securities LLC, which didn't respond to a request for comment.

CenturyLink Inc., another major service provider, declined to comment. Another provider, Securus Technologies Inc., didn't immediately respond to a request for comment.

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debit-based calling from pay phones. The new regulations apply only to interstate communications, but the commission has asked for public comment on revising rates for intrastate calls. Some service providers in meetings with FCC staff said their business could become unsustainable if the FCC lowered interstate rates without addressing rate caps set by the states for calls within their borders.

Commissioner Ajit Pai, who dissented from the ruling, said he supported regulation of inmate calling rates but questioned whether the FCC had the resources to sort legitimate costs from others.

"To put it simply, I'm concerned the order will prove very difficult to administer and have unintended consequences," he said.

—Ashby Jones
contributed to this article.

Byron Scherf # 287281

IMU North - 004

Washington State Penitentiary
1313 N. 13th Ave.

Walla Walla, WA 99362-8817

Received & Inspected

SEP - 3 2013

FCC Mail Room

Sunday, August 25, 2013

Dear FCC:

Thank you! for recently stepping in and regulating calls (interstate) for prison inmates and their family and friends.

In-state calls need to be looked at too! Right now, Washington State, in collaboration with VACTI.com, charges \$3.62 for a 20 minute "pre-paid" call and \$3.97 for a 20 minute "collect" call. Hope you, with your intervention, intrastate calls (the cost for) will be significantly be reduced, as well.

Thank you for stepping in and regulating this wide-open, greedy, market. They are just getting rich at the expense of inmates' families. They (the families) are innocent victims, too.

I earnestly encourage you to regulate in-state calls, too, so their costs will be significantly reduced, as well.

Sincerely,
Byron E Scherf

Received & Inspected

SEP -3 2013

FCC Mail Room

1000 Follies Road
Dallas, PA 18612-0286

August 25, 2013

Julius Genachowski
Chairman
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Dear Mr. Genachowski:

Recently there was a press release indicating that on Friday, August 9, the FCC voted to cap rates for prison interstate telephone calls.

I am including a copy of the article which reported this decision.

I am respectfully requesting a copy of the FCC's 2-1 decision.

Additionally, the article indicated that affected parties could file a claim for reimbursement of excessive costs for the interstate calls. I am requesting any available information (such as a claim form) indicating how one may initiate the process for recoupment of excessive fees/costs, etc.

Much thanks for your office's attention to my inquiry.

Sincerely,

Brinson Richards
Claimant, SCI-Dallas

AY3898

attachment/

1000 Follies Road
Dallas, PA 18612-0286

Received & Inspected

SEP - 3 2013

FCC Mail Room

August 23, 2013

Julius Genachowski
Chairman
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Dear Mr. Genachowski:

Recently there was a press release indicating that on Friday, August 9, the FCC voted to cap rates for prison interstate telephone calls.

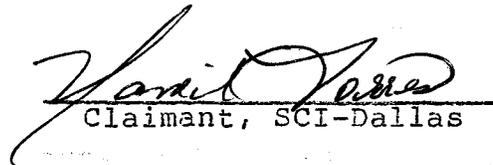
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Sincerely,


Claimant, SCI-Dallas

attachment/

Agency Caps Inmates' Phone Rates

By JOE PALAZZOLO

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The move is the culmination of a process that began more than a decade ago when Martha Wright, a Washington, D.C., grandmother, filed a petition with the agency because she wanted to speak with her grandson, who was serving a murder sentence outside the district, without incurring \$18 in charges for a five-minute phone call.

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But the FCC majority said the rates reflected agreements in which states looked for the biggest commission rather than the best deal for consumers, and that the burden was largely borne by inmates' families.

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Bethany Fraser, a family member affected by the high telephone rates charged to prison inmates, listens to Friday's Federal Communications Commission hearing in Washington.

prisons. Prisoners have argued unsuccessfully in federal court that exclusive arrangements between prisons and service providers restrict their phone choices and drive up rates, chilling their speech in violation of the First Amendment.

Last year, the Eighth U.S. Circuit Court of Appeals rejected the First Amendment claims of an Arkansas prisoner who said a 10-minute interstate call cost him \$10.43, plus taxes and other charges.

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CenturyLink Inc., another major service provider, declined to comment. Another provider, Securus Technologies Inc., didn't immediately respond to a request for comment.

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"To put it simply, I'm concerned the order will prove very difficult to administer and have unintended consequences," he said.

—Ashby Jones
contributed to this article.

1000 Follies Road
Dallas, PA 18612-0286

Received & Inspected

SEP - 3 2013

FCC Mail Room

August 26, 2013

Julius Genachowski
Chairman
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Dear Mr. Genachowski:

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Much thanks for your office's attention to my inquiry.

Sincerely,

CARLOS FERRER FM 9794
Claimant, SCI-Dallas

attachment/



Agency Caps Inmates' Phone Rates

BY JOE PALAZZOLO

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"To put it simply, I'm concerned the order will prove very difficult to administer and have unintended consequences," he said.

—Ashby Jones
contributed to this article.

SCI DALLAS
1000 FOLLIES ROAD
DALLAS, PENNA. 18612

August 16, 2013

FEDERAL COMMUNICATION COMMISSION
CONSUMER CENTER
445 12th ST., SW
WASHINGTON, DC. 20554

Received & Inspected
SEP 03 2013
FCC Mail Room

DEAR CONSUMER CENTER:

This letter is being forwarded to your office as a public inquiry regarding informal complaints, and question concerning telephone services and rates provided to prisoners.

In several newspaper sources, the "Wall Street Journal August 12, 2013" there were printed articles relating to recent "cap" authorized and issued by your Department for debit paid and collect placed calls to friends and family members of prisoners. It included in this printed article, that prisoners could file complaints, and seek refunds, where it can be found that since Pennsylvania installation and activation of the current phone services, under companies, such as Global Tel*Link. Have charged prisoners love ones double in rates, if not more than the current going "cap rate". This has been the case every since the introduction of the present phone system. To date the rate per-call still exceeds 12 cents/ 14 cents per minute for a pre-paid and collect calling.

Therefore, this letter is being submitted in the attempt to obtain necessary, and appropriate forms for complaints seeking refunds in these matters.

Your assistance and/or referral to the above inquiry will be truly appreciated.

Thank you for your time, service, and coopreation.

Sincerely,

Michael Dillard
JZ1184

August 20, 2013

Jerald Austin
GZ4948
SCI Dallas
1000 Follies Road
Dallas, Pa 18612

Received & Inspected
SEP 03 2013
FCC Mail Room

Federal Communications Commission
Consumer Center
445 12th Street., SW
Washington, D.C. 20554

Dear Customer Center:

This letter is being forwarded to your office as a public inquiry regarding complaints and questions concerning telephone services and rates provided to state prisoners in Pennsylvania.

In several newspaper sources, e.g., the August 12, 2013 Wall Street Journal, there were printed articles relating to a recent "cap" authorized and issued by your Department for debit paid and collect calls placed to friends and family members of prisoners out of state, locally and internationally. It stated that prisoners could file complaints and seek refunds where it can be found that Pennsylvania, since the installation and activation of such phone services under companies like Goba Tel Link, have been charged double, and more than your current cap since 1996. To date this is ongoing and still exceeding 12 cents/ 14 cents per minute for direct debit and collect calls.

This letter is being submitted in an attempt to obtain necessary and appropriate information and forms for filing complaints to seek refunds in these matters. Your assistance and referral to the above inquiry will truly be appreciated. I look forward to hearing from you soon.

Thank you for your time, service and your understanding cooperation.

Sincerely, *Jerald Aust*

SCI DALLAS
1000 FOLLIES ROAD
-DALLAS, PENNA. 18612

August 16, 2013

FEDERAL COMMUNICATION COMMISSION
CONSUMER CENTER
445 12th ST., SW
WASHINGTON, DC. 20554

Received & Inspected
SEP 03 2013
FCC Mail Room

DEAR CONSUMER CENTER:

This letter is being forwarded to your office as a public inquiry regarding informal complaints, and question concerning telephone services and rates provided to prisoners.

In several newspaper sources, the "Wall Street Journal August 12, 2013" there were printed articles relating to recent "cap" authorized and issued by your Department for debit paid and collect placed calls to friends and family members of prisoners. It included in this printed article, that prisoners could file complaints, and seek refunds, where it can be found that since Pennsylvania installation and activation of the current phone services, under companies, such as Global Tel*Link. Have charged prisoners love ones double in rates, if not more than the current going "cap rate". This has been the case every since the introduction of the present phone system. To date the rate per-call still exceeds 12 cents/ 14 cents per minute for a pre-paid and collect calling.

Therefore, this letter is being submitted in the attempt to obtain necessary, and appropriate forms for complaints seeking refunds in these matters.

Your assistance and/or referral to the above inquiry will be truly appreciated.

Thank you for your time, service, and coopreation.

Sincerely,



August 20, 2013

SCI Dallas
1000 Follies Road
Dallas, Pa 18612

Received & Inspected
SEP 03 2013
FCC Mail Room

Federal Communications Commission
Consumer Center
445 12th Street., SW
Washington, D.C. 20554

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Sincerely,

Larry Barksdale
Larry Barksdale-GS1287

SCI DALLAS
1000 FOLLIES ROAD
DALLAS, PENNA. 18612

August 16, 2013

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CONSUMER CENTER
445 12th ST., SW
WASHINGTON, DC. 20554

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Thank you for your time, service, and cooperation.

Sincerely,

Jeffrey Carr
AF 5583

S.C.I.D.
1000 Follies Road
Dallas. Pa. 18612

August 20, 2013

Received & Inspected

Andrew Swanson, AS-2932

SEP 03 2013

SCI Dallas
1000 Follies Road
Dallas, Pa 18612

FCC Mail Room

Federal Communications Commission
Consumer Center
445 12th Street., SW
Washington, D.C. 20554

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Sincerely,

Andrew Swanson

Received & Inspected

SEP 03 2013

FCC Mail Room

Received & Inspected

SEP 03 2013

FCC Mail Room

SCI DALLAS
1000 FOLLIES ROAD
DALLAS, PA 18612

August 16, 2013

FEDERAL COMMUNICATIONS COMMISSION
CONSUMER CENTER
445 12th St., SW
Washington, DC 20554

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Thank you for your time, services and for your understanding cooperation.

Sincerely,

James Frazier

James Frazier DF7876

1000 Follies Road

Dallas Pa. 18612

FEDERAL COMMUNICATIONS COMMISSION

VANN LAMONT BAILEY
PLAINTIFF

VS.

GLOBAL TEL-LINK CORP
DEFENDANT

CASE NO. _____

Received & Inspected

SEP - 3 2013

FCC Mail Room

FORMAL COMPLAINT

The Plaintiff VANN LAMONT BAILEY, Dept of CORRECT ("D.O.C") NO. B55699 CURRENTLY RESIDING AT 501 HUNTINGDON 1100 PIKE STREET, HUNTINGDON PENNSYLVANIA 16654-1112, AND THE PLAINTIFF SETS FORTH THIS ACTION AGAINST THE DEFENDANT, GLOBAL TEL-LINK CORP FOR THE FOLLOWING VIOLATIONS AND ASSERTS THE FOLLOWING IN SUPPORT OF THIS FORMAL COMPLAINT:

1. THE PLAINTIFF AVERS THAT GLOBAL TEL-LINK CORP IS IN VIOLATION OF THE TELECOMMUNICATION ACT OF 1996, THE PENNSYLVANIA PUBLIC UTILITY CODE, UNFAIR TRADE PRACTICES REGARDING ANTI-KICK BACK LAWS AS WELL AS FORCED MONOPLIZED PURCHASES, AND THE CLAYTON ACT.
2. THE DEFENDANT IS CHARGING FRAUD AND FALSE ADVERTISEMENT WHERE IT CHARGE RATES EXCEEDING THOSE APPLICABLE TO ITS USAGE MILEAGE BAND ACCORDING TO PUBLIC UTILITY CODE 66 PA C S A § 102 THE LAST TARIFF PUBLIC UTILITY, BY LAW IS THE ONLY LAWFUL RATE

- . Applicable to customers.
3. SEE: Bell Tel corp PENNS. vs. PENNS utility commission 417 A2d 827 53 PA 241 (PA CIVIL 1980) when a RATE is charged other than that which is quoted in the advertisement the result is fraudulent and deceptive business practice as defined under 18 PA C.S.A § 4107 (A)(5) SEE: 66 PA C.S.A 102 and 1501 for a definition of REASONABLE SERVICE under the Public Utility code.
 4. PLAINTIFF ASSERTS that Global Tel-Link corp. has a monopoly over inmate's telephone service in the state of PENNSYLVANIA in violation of Federal and state laws, as an INMATE incarcerated within the state of Penns. at SCI Huntingdon. The PLAINTIFF as well as his family are being victimized by the defendant by forcing the PLAINTIFF to purchase services from the defendant at higher rate than other companies which may provide lower rates.
 5. PLAINTIFF is being charged \$5.45 for each call the collect calls are suppose to be \$1.45 surcharge and \$15 per minute for a collect call PLAINTIFF calls are suppose to be \$3.55 a call. The PLAINTIFF is being charged \$6.25 for 15 minute. ("Exhibit B") The Pre-Paid debit is \$1.25 surcharge in \$.14 per-minute for a call which is \$3.21 a call.

6. Plaintiff and family and friends ARE being denied access of utilizing other third party long distance providers, and the Plaintiff and family ARE being heavily taxed with regards to the pre-paid phone purchases which must be made in order to maintain communication.
7. The defendant has been contracted by the Dept. of Corrections of Pennsylvania since June of 2007 as the sole provider of telephone services to inmates in the state of Pennsylvania this constitutes in itself monopolized conduct on behalf of the defendant. The Plaintiff asserts that this is in violation of the Telecommunication Act of 1996 as well as the Pennsylvania Public Utility Code.
8. The Dept. of Corrections has a memo that stated the per-paid/debit calling will be in effect with the mci priced system "Local rate \$1.60 surcharge / 0.00" Per minute Intra state (in state) surcharge \$1.25 surcharge 0.14 Per minute Intra state (in state) surcharge \$2.15 surcharge / 0.30 Per-minute, Intra-Late (out state) usg rate \$2.45 surcharge / 0.45 Per-minute ~~(\$2.45)~~
9. The term "telephone exchange ~~service~~ ^{service is} defined as a service within a telephone exchange or within a connected system of telephone exchange within the same exchange area operated to furnish to subscribers inter communicating. This being the definition, why has the Plaintiff as well as

family and friend been denied the access of utilizing other third party telephone providers? This is anti-competitive conduct and is the factual dispute of forced monopolized purchases.

10. The record is clear that Global Tel-Link corp did not follow the recontact in good faith the Global Tel-Link corp telephone service should not be provided within the D.O.C Global-Tel-Link corp should lose their contract through fault, because the rates were raised unreasonably high they also increased the phone rates without prior from this commission.
11. Plaintiff sub-judice avers that rates are within the jurisdiction of Pennsylvania Public Utility Commission, however, this matter may be better addressed by the Federal Communication Commission due to the Federal infractions on behalf of the defendant.
12. The Plaintiff has asserted these allegations to the Pennsylvania Public Utility Commission asserts that it has no jurisdiction regarding rates only interrupted services.
13. The Plaintiff family and friends had a billing account with Global-Tel-Link corp through Verizon which was for 6 years. The Plaintiff was being charged \$6.25 for 15 minutes which collect calls are supposed to be \$3.55 for 15 minutes ("exhibit _____") & ("exhibit _____")

14. The PLAINTIFF as well as his family & Friends ARE burdened and forced to pay two(2) Phone bills, Global Tel-Link corp and Verizon. Global Tel-Link corp is committing a criminal act by having the PLAINTIFF family member being forced to pay two(2) Phone bills which lead to extortion because family members must now purchase pre-paid phone services, or the PLAINTIFF must purchase pre-paid phone time from Pennsylvania Dept. of corrections commissary. These pre-paid services are then heavily taxed making a call within the state approximately \$5.45.
15. The General Assembly of Pennsylvania approved House Appropriation's Bill 1402, which authorized the D.O.C to provide an alternative method of payment for telephone calls made prisoners. An agreement was then entered between the D.O.C and Global Tel-Link corp to provide pre-paid telephone services for prisoners.
16. All call for inmates exceed the actual cost for providing adequate service each institution receives a "kick-back" which is why there is an interest in such high rates.
17. The PLAINTIFF and his family are prohibited to communicate without the defendant. The defendant issue is the exclusive provider of service and is in clear violation of the provisions enacted

VANN L. BAILEY

wherefore in lieu of the foregoing reasons, the Plaintiff respectfully and humbly sees that this Honorable Commission involve its jurisdiction over the defendant, Global-Tel-Link Corp. and address any and all issues that warrant the attention of this Honorable Commission

collect call and pre-paid calls.

due to the purchase that was made through

20. Plaintiff declaring for each minute to receive refund the next 5 years due to the clear violation that took place

(c) Free 15 minute telephone calls each month for

19. Plaintiff declaring for each minute to receive two average call made by Plaintiff through Global Tel-Link.

international call is some time cheaper than the

within the community, where some providers are

costing more than average long distance call made

made within the state instead of paying excessive rates

"for example" that there be one single rate for calls

lower than the rates currently existing.

allowed to utilize other providers other than defendant

in that the Plaintiff as well as family members be

18. The Plaintiff seek injunctive and declaratory relief

in the trade practices and consumer protection laws.

within Telecommunication Act and the Pennsylvania



Phone Number

Account Number *

Date Due

Page

[REDACTED]

[REDACTED] 518 01Y

11/28/11

3 of 4

Other Providers



If you have questions concerning this portion of your bill, please contact ILD Teleservices at 1-800-433-4518

Breakdown of Charges

ILD Teleservices Summary

Itemized Calls	20.85
PA State Sales Tax ←	1.26
PA Local Sales Tax ←	.21
Total	\$22.32

Call Detail

Itemized Calls

Date	Time	Place Called	Number Called	Type	Rate	Min:Sec	Amount
<u>Billed on behalf of GLOBAL TEL*LINK</u>							
Billing Questions call 1-877-650-4249							
Domestic							
Sep 20	9:56AM	Carrick PA	[REDACTED]	Coll	DAY	4.00	3.39
		Called From Somerse PA	814 445-7357				
Sep 29	8:00PM	Carrick PA	[REDACTED]	Coll	EVE	3.00	3.13
		Called From Somerse PA	814 445-7357				
Oct 1	8:10PM	Carrick PA	[REDACTED]	Coll	<u>EVE</u>	<u>15.00</u>	<u>6.25</u>
		Called From Somerse PA	814 445-7357				
Oct 3	9:11AM	Carrick PA	[REDACTED]	Coll	DAY	8.00	4.43
		Called From Somerse PA	814 445-7357				
Oct 6	8:23AM	Carrick PA	[REDACTED]	Coll	DAY	5.00	3.65
		Called From Somerse PA	814 445-7357				
Total of GLOBAL TEL*LINK							\$20.85
Total Calls							\$20.85

↑
GLOBAL-TEL-LINK

("Exhibit B")

FEDERAL COMMUNICATIONS COMMISSION
CONSUMER CENTER
445 12th St., SW
Washington, DC 20554

Received & Inspected
SEP 03 2013
FCC Mail Room
8.26.13

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Sincerely
Curfus Beaxton DT0787
175 Progress Dr. Waynesburg Pa 15370