

12-375

Received & Inspected

SEP 30 2013

James Hardin-Bey

FCC Mail Room

(51)

DOCKET FILE COPY ORIGINAL

Dear Chairman Julius Comachowski

I am writing you in concern of the high rates phone system in V.A. D.C. I have been incarcerated over 20 year paying my debt to society for the crime I committed. THANKS to the All mighty God of the Universe for allowing me to have family support to help me on my journey of righteousness.

I am almost 4 hours away from my family, my Daughter is over 9 hours away. The phone service is really my only way of communication, To be able to use phone phone service my phone Rates are 10 to 12 dollars for 20 min's. This is a outrage prices! for the cause of Hardship on my family.

My mother is upright citizen at the age of 70 years and the phone rates over the last 20 years has been over a burden for a Human Being.

James Hardin Bey

Thank You

12-375

9-20-13 FRI.

To: FCC

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Received & Inspected

SEP 30 2013

From: Ellis L. Robinson Jr. 404988

FCC Mail Room

RE: FCC bans high rates and commissions for  
Interstate Jail and Prison Phone Calls

Dear FCC,

Attached to this letter is 3 pages:

- ① MI-Cure News letter from August 2013 in regards to the Title of this letter
- ② Better Business Bureau letter dated September 17, 2013 in regards to complaint I filed on September 16, 2013 against Global-Tel link Corporation
- ③ Global-Tel link Corporation's response to my complaint against them for failing to lower prisoner phone rates on August 9, 2013

As it indicates in the MI-Cure News letter, the FCC held a press release on August 9, 2013 and indicated in the order that the FCC issued required that all interstate inmate calling rates, including ancillary charges be based on the cost of providing the inmate calling service. Also provides immediate relief to exorbitant rates. Also presumes that rates of .12¢ per minute for debit and prepaid calls and .14¢ per minutes for collect calls are just, reasonable and cost-based (safe-harbor rates).

(1)

(2)

9-20-13 Fri

FCC, please review the attached letter from Global-Tel link Corporation which is in response to the complaint I filed with the BBB for the Company Failing to lower the phone rates after August 9, 2013. I am still being charged .25<sup>¢</sup> per minute when I pay as a prisoner to call my family out of state. Global Tel link has made it clear in their letter that until the FCC notifies the public the rates ALL prisoners are being charged will remain in effect. It appears that the FCC has not contacted, in anyway, any of the phone companies with the latest order based on Global Tel link's response. I would like for Global Tel link Corporation to be notified personally by the FCC in regards to the FCC order issued on August 9, 2013. Also All the money that Global Tel link has charged me at high rates for calls I've made after August 9, 2013 until the day they are in compliance be Credited back to my prisoner debit phone account. Michigan Department of Corrections has been under Contract with PCS/Global Tel link since June 2011 and after the first year prisoner phone rates were to be lowered to .03<sup>¢</sup>-.05<sup>¢</sup> per minute and to date that never happened. I feel that PCS/Global Tel-link are taking advantage of prisoners and prisoners families in Michigan because if their intentions were good they would be honoring

③

9-20-13 Fri

The original contract. Money is the only thing PCS/Global-Tel link is concerned with, not customer service. Better Business Bureau has 2 years of complaints from me about this company and each time Global Tel link responds, they misstate the facts of my original complaint and never explain why they have failed to lower the rates as originally agreed to in order win the bid to be Michigan's Phone Company for all prisoners incarcerated in this state. The phone rates with PCS/Global Tel link are double to what Michigan prisoners were paying with Embarg: \$1.50 for 15mins. in state and \$1.80 for 15mins. out of state. Please Help Us!!  
Your response to this letter would be greatly appreciated.

Sincerely

Ellis Robinson Jr.  
404988

Please Contact PCS/Global Tel link immediately



# MI-CURE NEWS

A QUARTERLY PUBLICATION OF

MI-CURE, PO BOX 2736, KALAMAZOO, MI 49003-2736

(269) 383-0028 WWW.MI-CURE.ORG

August 2013

## MI-CURE'S PLANS FOR 21<sup>st</sup> ANNUAL MEETING

Supporting someone who is in prison is a very challenging task. Whether you are a family member, a friend, a mentor, or a member of a church community, it is sometimes difficult for all of those involved to...

Maintain perspective  
Learn to pick your battles  
Support rather than enable  
Know when to ask for help

At this year's annual meeting, we will focus on how to best support someone who is incarcerated.

Panelists will include:

- Jessica Taylor, Executive Director of Chance for Life
- Natalie Holbrook, Director of the American Friends Service Committee's Michigan Criminal Justice Program
- Peter Martel, Program Associate for the American Friends Service Committee's Michigan Criminal Justice Program

The meeting will be held on **Saturday, October 5, 2012**. We will meet and greet at 9 am; the meeting will begin at 9:30 am. The event will be held at St. Katherine's Episcopal Church, 4650 Meridian Road, Williamston, MI 48895. **All interested parties are welcome.** The facility is accessible for individuals with disabilities. Directions are as follows:

1. From the west, take I-96 E toward Detroit.
2. Take exit 110 and turn left on Okemos Rd for 0.4 mi.
3. Turn right at Jolly Rd and travel 2.7 mi.
4. Turn left at Van Atta Rd and travel 2.0 mi.
5. Turn right at W Grand River Ave/M-43 and travel 0.7 mi.
6. Turn left at Meridian Rd. and travel 0.4 mi to the church on your right.

1. From the east, take I-96 W to exit 117.
2. Turn right at N Williamston Rd and travel 0.9 mi.
3. Continue on S Putnam St for 0.6 mi.
4. Turn left at W Grand River Ave/M-43 and travel 4.5 mi.
5. Turn right at Meridian Rd and travel 0.4 mi to the church on our right.

## FCC BANS HIGH RATES & COMMISSIONS FOR INTERSTATE JAIL AND PRISON PHONE CALLS!

On August 9, 2013, the Federal Communications Commission (FCC) took action to reduce the cost of interstate phone calls from most of the nation's jails and prisons. The order, which is effective immediately, does the following:

- Requires that all interstate inmate calling rates, including ancillary charges, be based on the cost of providing the inmate calling service.
- Provides immediate relief to exorbitant rates through the following:
  - Adopts an interim rate cap of \$0.21 per minute for debit and pre-paid calls and \$0.25 per minute for collect calls.
  - Presumes that rates of \$0.12 per minute for debit and prepaid calls and \$0.14 per minute for collect calls are just, reasonable, and cost-based (safe-harbor rates).
  - Requires that rates include the costs of modern security features such as mechanisms that block calls as needed; biometric caller verification; real-time recording systems; and monitoring to prevent evasion of restrictions on call-forwarding or three-way calling.
- Concludes that "site commissions" payments from providers to correctional facilities may not be included in any interstate rate or charge.
- Clarifies that inmates or their loved ones who use Telecommunications Relay Services because of hearing and speech disabilities may not be charged higher rates.
- Requires a mandatory data collection, annual certification requirement, and enforcement provisions to ensure compliance with the FCC Order.
- Seeks comment of reforming rates and practices affecting calls within a state.
- Seeks comment on fostering competition to reduce rates.

Source: "FCC Bars High Rates for Long Distance Phone Calls in Jails and Prisons Nationwide," FCC Press Release, August 9, 2013

## GOVERNOR SIGNS INDIGENT DEFENSE BILLS

On July 1, 2013, Governor Snyder signed bills designed to address the problems with Michigan's indigent defense system. While the laws take immediate effect, it will be some time before changes actually occur. Each county must now develop plans to meet the minimum standards identified in the bills. Those standards include the following:



BBB of Metro Washington DC and Eastern Pennsylvania  
1411 K St. NW, 10th Floor  
Washington DC 20005-3404  
PHONE:(202)393-8000 FAX:(202)393-1198

Tuesday, September 17, 2013

Ellis Robinson Jr. 404988  
Ra Handlon Correctional Facility  
PO Box #492 1728 West Bluewater  
Ionia, MI 48846

Dear Ellis Robinson Jr. , #404988:

This message is in regard to your complaint submitted on 9/11/2013 12:00:00 AM against Global Tel\* Link Corporation. Your complaint was assigned ID 9713949.

The business has sent the BBB a message regarding this complaint, and we are passing it on to you. The contents of this message is below or attached. Please respond to this message in written form within 10 days.

The text of your complaint may be publicly posted on BBBs Web site (BBB reserves the right to not post in accordance with BBB policy). Please do not include any personally identifiable information when you tell us about your problem or in your desired outcome. By submitting your complaint, you are representing that it is a truthful account of your experience with the business. BBB may edit your complaint to protect privacy rights and to remove inappropriate language.

Sincerely,

Anita Horne  
The Better Business Bureau

**MESSAGE FROM BUSINESS:**

Attached is the resolution letter to this complaint



Global Tel\*Link Corporation

September 17, 2013

Better Business Bureau  
Of the Metropolitan Washington DC and Eastern Pennsylvania  
1411 K ST NW, 10<sup>th</sup> floor  
Washington DC 20005-3404  
Attention: Anita Horne

Executive Offices  
12021 Sunset Hills Road  
Suite 100  
Reston, VA 20190  
Ph: 703.955.3910  
Fax: 703.435.0980

Corporate Headquarters  
107 St Francis St  
32<sup>nd</sup> Floor  
Mobile, AL 36602  
Ph: 251.338.8859  
Fax: 251.434.8695

**Re: Ellis Robinson – BBB Complaint ID # 9713949**

Dear Ms. Horne

This letter serves as a formal response to the complaint listed above.

The customer contacted the Better Business Bureau because based on the FCC ruling on August 9<sup>th</sup> 2013 the rate he is charged for calls should be no more than \$0.25.

Our response is as follows:

"The FCC mandated reductions in inmate calling service rates are NOT in effect and will not be effective until the FCC issues a decision. The public will be notified when the new rates will take effect. Current inmate service provider rates will continue to apply until that time."

GTL anticipates that this will close this complaint and should you have any additional questions please feel free to call.

Sincerely yours,

Kathi Tarkir  
Complaint Analyst  
[ktarkir@gtl.net](mailto:ktarkir@gtl.net)

12-375

DOCKET FILE COPY ORIGINAL

Date: 9-22-13

THEODORE JONES #39425  
E.D.C.F.  
P.O. Box-311  
EL DORADO, KANSAS  
67042

Received & Inspected

SEP 30 2013

FCC Mail Room

**Federal Communications Commission**

**Public comments**

445 12<sup>th</sup> St. NW

Washington, DC. 20554

**RE: High phone rates**

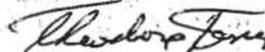
I am writing you in the concerns that Kansas Dept. of Corrections and Century Link/Icsolutions (1-800-506-8407) is extorting (improper pressure) the prisoners and their family on the new phone rates that will begin in March 1, 2013. The reason I say extorting is that in order to stay in contact with your children and love ones we will have to pay a new phone rate 1000% higher than we was in order to keep family ties.

As of now the phone cost is a local hook-up fee of \$1.96, this is for a two hour phone call and with their new rates that will cost us \$0.17 a minute that adds up to \$10.20 for one hour or \$20.40 for a two hour call that is costing us \$1.96 now, this is 1000% increase than it was.

This is highway robbery toward the people in prison paying for the call when and if they obtain the funds to call love ones as well as the taxpayers that put you in office in the event something like this would hinder them as taxpayers.

Something needs to be done about the Corporations, Federal and state agencies and officials trying to extort all the lower class citizens that are trying to make it day to day and even worst, all these Officials we put in office that are getting kick backs from Corporations.

We pay your salaries to do a job not to be extorted by these Corporations and Officials. Please advise me of your position on this.



Respectfully,

president@whitehouse.gov  
vice.president@whitehouse.gov  
governor@ks.gov  
lt.governor@state.ks.us  
kssos@kssos.org  
general@ksag.org  
publicaffairs@kcc.state.ks.us  
kdocpub@doc.ks.gov  
info@prisonlegalnews.org  
schisenhall@wichitaeagle.com  
tomari.quinn@cjonline.com

timothy.carpenter@cjonline.com  
public@treasurer.state.ks.us  
pat.saville@senate.ks.gov  
cnnnewsroom@cnn.com  
jmont@hutchnews.com  
info@ap.org  
[www.kslegislature.org](http://www.kslegislature.org)  
[www.kansascommerce.com](http://www.kansascommerce.com)  
[www.phonejustice.org](http://www.phonejustice.org)  
[www.prisonphonejustice.org](http://www.prisonphonejustice.org)  
[www.justice.gov/ag](http://www.justice.gov/ag)

Don Rawell #56419  
PO Box 34  
El Dorado, KS. 67042

Received & Inspected  
SEP 30 2013  
FCC Mail Room

Federal Communications Commission  
Public comments  
445 12<sup>th</sup> St. NW  
Washington, DC. 20554

**RE: High phone rates**

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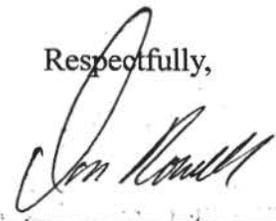
As of now the phone cost is a local hook-up fee of \$1.96, this is for a two hour phone call and with their new rates that will cost us \$0.17 a minute that adds up to \$10.20 for one hour or \$20.40 for a two hour call that is costing us \$1.96 now, this is 1000% increase than it was.

This is highway robbery toward the people in prison paying for the call when and if they obtain the funds to call love ones as well as the taxpayers that put you in office in the event something like this would hinder them as taxpayers.

Something needs to be done about the Corporations, Federal and state agencies and officials trying to extort all the lower class citizens that are trying to make it day to day and even worst, all these Officials we put in office that are getting kick backs from Corporations.

We pay your salaries to do a job not to be extorted by these Corporations and Officials. Please advise me of your position on this.

Respectfully,



president@whitehouse.gov  
vice.president@whitehouse.gov  
governor@ks.gov  
lt.governor@state.ks.us  
kssos@kssos.org  
general@ksag.org  
publicaffairs@kcc.state.ks.us  
kdocpub@doc.ks.gov  
info@prisonlegalnews.org  
schisenhall@wichitaeagle.com  
tomari.quinn@cjonline.com

timothy.carpenter@cjonline.com  
public@treasurer.state.ks.us  
pat.saville@senate.ks.gov  
cnnnewsroom@cnn.com  
jmont@hutchnews.com  
info@ap.org  
[www.kslegislature.org](http://www.kslegislature.org)  
[www.kansascommerce.com](http://www.kansascommerce.com)  
[www.phonejustice.org](http://www.phonejustice.org)  
[www.prisonphonejustice.org](http://www.prisonphonejustice.org)  
[www.justice.gov/ag](http://www.justice.gov/ag)

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SEP 30 2013

FCC Mail Room

Rodney Gateward AM-4508  
SCI@Dallas  
1000 Follies Road  
Dallas, PA 18612  
September 20, 2013

Federal Communication Commission  
Consumer Center  
445 12th Street SW  
Washington, DC 20554

To Whom It May Concern:

My name is Rodney Gateward and I am presently incarcerated at SCI@Dallas (Pennsylvania).

I recently read an article in the Wall Street Journal(8/12/13) regarding the recent "cap" authorized and issued by your department in relation to Debit Paid and Collect placed calls to family members and friends of prisoners. The article also intimated that prisoners could file complaints and seek refunds, where it can be found that under certain providers, i.e., Global Tel\*Link, have charged prisoners and their loved ones double in rates.

This has been the case since Pennsylvania installed and activated the present phone system - Global Tel\*link. To date the rate per call still exceeds the cap-rate by 12 to 14 cents per minute for Debit Paid and Collect calls.

I am seeking help for my family and loved ones, as well as myself, with regards to remedy and refunds. Therefore, I would appreciate very much if you could forward me any and all necessary/appropriate forms we will need to register complaints.

I thank you in advance for your time and assistance with this matter.

Respectfully,

*Rodney Gateward*

Rodney Gateward

cc:file

ANDRE KINARD #BT-8536  
SCI DALLAS  
1000 FOLLIES ROAD  
DALLAS, PENNA. 18612

12-375

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Received & Inspected

SEP 30 2013

FCC Mail Room

9/22/13

~~\_\_\_\_\_~~, 2013

FEDERAL COMMUNICATION 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 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,

Andre Kinard

12-375

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Received & Inspected

SEP 30 2013

FCC Mail Room

Sean Scott  
Reg.No. #42161-037  
FCI SCHUYLKILL  
P.O. BOX 759  
Minersville, PA 17954

September 23, 2013

**RE: Inmate Phone Rates**

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

To Whom It May Concern:

I am a federal prisoner currently housed at the above named institution serving a 17 year sentence. I have been incarcerated for almost 8 years. I am writing with respect to the Commission's vote in August that capped interstate charges for prepaid calls at 21 cents and collect calls at 25 cents per minute. The Commission held that prisoners can file challenges and seek refunds for rates that exceeded 12 cent per minute and 14 cent per minute for regular and collect calls. I am writing to seek some assistance with regards to getting a refund on my prepaid and collect calls during the last 8 years and also the continued rates that I am still being charged. This institution has not informed the general population of any of the decisions of the Commission, I was made aware of the Commission's decision from reading the newspaper. Could you **please** respond back and inform me of the steps and/or procedures I must follow to receive a refund on the rates that exceeded the 12 and 14 cents. Thank you for your time and services.

Sincerely,

cc:FILE

~~Sean Scott #42161-037  
FCI SCHUYLKILL  
P.O. BOX 759  
Minersville, PA 17954~~

12-395

Received & Inspected

SEP 30 2013

FCC Mail Room

pg 1 of 3

DOCKET FILE COPY ORIGINAL

RICHARD M. HARRIS # DS-6687

SCI - SMITHFIELD

P.O. Box 999, 1120 PIKE STREET

HUNTINGDON, PA 16652

SEPTEMBER 22, 2013

MIGNON CLYBURN, Commissioner  
FEDERAL COMMUNICATIONS COMMISSION (FCC)  
445 12TH STREET, S.W.  
WASHINGTON, D.C. 20554

RE: FAILURE OF SCI-SMITHFIELD AND GLOBAL TELINK TO ABIDE BY  
COMMISSION RULES CONCERNING RATES CHARGED FOR INTERSTATE  
TELEPHONE CALLS BY PRISONERS

DEAR MS. CLYBURN:

MY NAME IS RICHARD HARRIS AND I AM AN INMATE AT  
THE STATE CORRECTIONAL INSTITUTION AT SMITHFIELD ("SCI -  
SMITHFIELD") WHICH IS LOCATED IN HUNTINGDON, PENNSYLVANIA.  
I AM WRITING YOU TO LODGE A FORMAL COMPLAINT WITH  
THE FEDERAL COMMUNICATIONS COMMISSION CONCERNING THE  
FAILURE OF SCI-SMITHFIELD AND ITS INMATE TELEPHONE SERVICE  
PROVIDER, GLOBAL TELINK, TO ABIDE BY COMMISSION RULES

CONCERNING RATES CHARGED FOR INTERSTATE TELEPHONE CALLS BY PRISONERS.

IT IS MY UNDERSTANDING THAT ON AUGUST 9, 2013, THE FCC ENACTED A NEW RULE CAPPING THE RATES THAT INMATES AND THEIR FAMILY AND FRIENDS CAN BE CHARGED FOR TELEPHONE CALLS PLACED FROM INMATES IN JAILS AND PRISONS. AS I UNDERSTAND THE NEW RULE, RATES FOR THESE CALLS ARE NOW CAPPED AT A MAXIMUM OF 21 CENTS PER MINUTE FOR DEBIT OR PREPAID CALLS, AND 25 CENTS PER MINUTE FOR COLLECT CALLS. IN ADDITION, ANY OTHER CHARGES ARE TO BE "COST-BASED." IT'S FURTHER MY UNDERSTANDING THAT THE RULE WAS TO TAKE EFFECT IMMEDIATELY.

I'M WRITING BECAUSE IT APPEARS THAT ~~THE~~ FACILITY WHERE I AM CONFINED AND ITS CHOSEN TELEPHONE SERVICES PROVIDER ARE NOT ADHERING TO THE RATE CAPS SET FORTH BY THE COMMISSION IN ITS AUGUST 9TH ORDER. SCI-SMITHFIELD IS A FACILITY OF THE PENNSYLVANIA DEPARTMENT OF CORRECTIONS. ITS INMATE TELEPHONE SERVICES ARE PROVIDED BY GLOBAL TELINK. HENCE, IT APPEARS THAT THE COMMISSION'S ORDER APPLIES TO BOTH MY FACILITY AND ITS TELEPHONE SERVICES PROVIDER. HOWEVER, SINCE THE COMMISSION ENTERED ITS RULING ON AUGUST 9TH, THERE HASN'T BEEN ANY APPRECIABLE DECREASE IN THE RATES I AM CHARGED FOR INTERSTATE TELEPHONE CALLS.

FOR EXAMPLE, I'M ORIGINALLY FROM THE DISTRICT OF COLUMBIA SO I CALL HOME TO FAMILY THERE AND TO FAMILY IN DALLAS, TEXAS. AND, TODAY, SEPTEMBER 22, 2013, AT APPROXIMATELY 7:00PM, I PLACED A PREPAID CALL TO MY BROTHER IN DALLAS, TEXAS (HIS # IS 214-624-4761). PRIOR TO THE CALL, I CHECKED MY PHONE ACCOUNT AND HAD \$14.77. AT THE END OF MY 15 MINUTE CALL, I AGAIN CHECKED MY PHONE ACCOUNT AND HAD \$5.57 LEFT. THUS, I WAS CHARGED \$9.20 FOR A 15 MINUTE CALL (AN AVERAGE OF 61 CENTS PER MINUTE) ON A SUNDAY EVENING. THIS RATE IS COMPARABLE TO WHAT I WAS PAYING PRIOR TO THE COMMISSION'S RULING AND IS FAR IN EXCESS OF THE 21 CENTS/MIN. THAT THE COMMISSION SET AS A MAXIMUM FOR THIS TYPE OF CALL (IT IS WAY BEYOND THE 12 CENTS PER MINUTE THE COMMISSION ESTABLISHED AS A "PRESUMED" REASONABLE RATE.)

I DON'T KNOW IF I'M MISSING SOMETHING OR WHAT. HOWEVER, I'D GREATLY APPRECIATE IT IF YOUR COMMISSION WOULD INVESTIGATE THIS MATTER. OFFICIALS AT MY FACILITY AND GLOBAL TELEINK ARE ACTING LIKE THEY DON'T KNOW ABOUT THE NEW RATE LIMITS. PLEASE CONSIDER THIS LETTER TO BE A FORMAL COMPLAINT. IF THAT ISN'T POSSIBLE, PLEASE LET ME KNOW WHAT I NEED TO DO TO FILE A FORMAL COMPLAINT. I'D LIKE TO BE REIMBURSED IF I'VE BEEN OVERCHARGED. MOREOVER, SANCTIONS MAY BE APPROPRIATE.

SINCERELY YOURS,  


SEP 30 2013

Sept. 22, 2013

Jessica Rosenworcel, Commissioner  
Federal Communications Commission  
445 12 St. SW  
Washington, DC 20554

FCC Mail Room

Re: Wright Petition Ruling  
Reducing Prison Phone Rates  
CC# 961-28

Commissioner Rosenworcel,

Thank you for ruling that prison phone rates were too high. Would you please send me a copy of your ruling so I could see what it says myself? For years I suspected correction officer's unions of negotiating a kickback scheme with prison vendors to offset budget cuts in their pay. Telephone kickbacks are just the tip of the iceberg. Michigan uses the same scheme with vendors outside of FCC jurisdiction and I want to stop the practice completely. First, however, I need to understand the scope of your ruling.

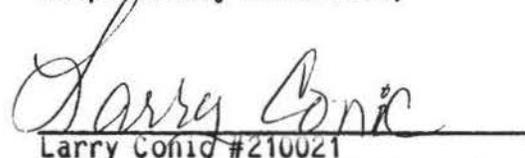
[a] Does it just apply to telephone vendors or all "telecommunication" providers like cable & e-mail services?

[b] Does it require companies to refund proceeds gained through telephone kickbacks (under 41 USC 51), and when should we expect prices to drop?

[c] Would you ask the Federal Trade Commission to investigate prison vendors outside of FCC jurisdiction for antitrust-antickickback violations? When Michigan's Legislature passed a law reducing prison phone rates, the prison system shifted their kickbacks to other vendors like food, appliances & clothing. Phone prices went down, everything else went up. Since those vendors are outside of FCC jurisdiction, I'm hoping the FTC could investigate their contracts and prevent prisons from shifting kickbacks this time.

In conclusion, I'm asking if you could send me a copy of your ruling, explain which vendors it covers, issue a refund of kickback proceeds, and ask the FTC to investigate vendors outside your jurisdiction for antitrust-antickickback violations. These white-collar crimes should be treated no differently than blue-collar crimes. Again, thank you for your ruling, your time, and your assistance.

Respectfully submitted,



Larry Conig #210021  
Saginaw Correctional Facility  
9625 Pierce Rd.  
Freeland, Mi 48623

12-375

DOCKET FILE COPY ORIGINAL

Received & Inspected

SEP 30 2013

FCC Mail Room

9/23/13

DEAR MR. JULIUS GENACHOWSKI:

My name is Mr. Michael S. Wilson, I'm housed at GREENSVILLE CORRECTIONAL CENTER.

My complaint is that the telephone system is charging too much for myself to call home it cost myself almost \$18<sup>00</sup> to call to the TIDEWATER AREA to talk to my family.

I was informed that you was the person to get in contact with on this matter so I am informing you of the situation that myself and my family to keep in contact.

I ask for your help by looking into to see why the rates are so high.

I thank you for your time and assistance on the most important matter.

Thank You Again!

Sincerely  
Mr. Michael S Wilson  
Greenville Cor. Ctr

Received &amp; Inspected

SEP 30 2013

September 24, 2013

FCC Mail Room

12-375

To whom this may concern,

My name is Thomas Gregory # Jy 2465 and I am currently locked-up in the Commonwealth of Pennsylvania. There was a memo passed around by other inmates, that stated that phone calls are going to become cheaper. Being that I'm from New York and my phone calls cost me \$9.45 for 15 mins, I would like to know when this change will go into effect. This information will help other inmates and myself, because we are all lost on the status of this situation. All information dealing with this matter will be greatly appreciated! Thank you for your time in this matter.

Thomas Gregory

Thomas Gregory # Jy 2465  
0 0 11 0 11

12-375

DOCKET FILE COPY ORIGINAL

Received & Inspected

SEP 30 2013

FCC Mail Room

Federal Communication Commission  
Consumer & Governmental Affairs Bureau  
Attn: Sharon Bowers Division Chief  
Consumer Inquiries & Complaints Division  
445 12th Street S.W.  
Washington, DC 20554

Date: 9-22-13

Dear. Ms. Sharon,

My name is Eric Smith and I am incarcerated at N.B.C.I. located in Cumberland Maryland. I am writing to you for help. GTL is the phone system that is being use in Maryland. The problem is, it costs 53 cents for a 30 minute local call. GTL is monopolize the phone system here at N.B.C.I. We are paying 53 cents for a 15 minute local call. Now we was paying 53 cents for a 30 minute local call. I don't know what happen, but it ain't right. I believe this is happening, because a lot of inmates are getting local numbers. By me being so far from home and having a mother who health is not so good the phone is all I got. In the rest of the Maryland Prisons you pay 53 cents for a 30 minute local call. These are pre-payd phone calls.

I am told that because GTL is not part of DOC I can't write a ARP on them. If you can not help me can you please point me in the right direction. Thank you for your time in this matter.

Eric Smith #501-465  
N.B.C.I.  
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