

3/8/2013

William D. Linley #M08788
Graham Correctional Center
P.O. Box 499
Hillsboro, Illinois 62049

REPLY ID : Fcc Proposal

The only thing I can point out is under "Prepaid Calling" (III, A, 33). There is no mention anywhere about the administrative fees tacked on to pre-paid account deposits?

My family is on a very limited, fixed income and can barely squeeze a \$50.00 per month allotment to the prepaid account balance. We also depend on gifts from friends or family. Currently under "Consolidated" phone there is a \$3.00 fee charged ~~added~~ to every deposit made. No receipts, or monthly statements, or even on-line information is available. So it seems this is an excessive, redundant fee which only creates a greater burden to cash strapped family members. I'm sure the idea is to encourage people to make less frequent large deposits of a few hundred or thousands of dollars.

From 2006 - 2009 they charged \$7.00 for each deposit and a number of times all my wife could afford was \$20.00. One 30 minute call was \$10.00 and a \$7.00 administrative fee on top.

This week the phone system is being changed to a company called SECURUS. The good news is now it will be \$4.10 for the same 30 minute call. So we are told. I do not have information on any Intra-lata or Collect call fees that might be added. My family checked the web-site, and spent 30-minutes on hold to learn there is a \$7.00 administrative fee. We believe this is for each deposit, but I do not have confirmation as yet. The new company is:

SECURUS CORRECTIONAL BILLING SERVICES

P.O. Box 650757

DALLAS, TEXAS 75265-0757

(800) 844-6591

www.securestech.net

I HOPE THIS is helpful. Thank you for sending me a copy of the ECC proposal.

Sincerely,

