

(December 26, 2004)

RECEIVED

2005 JAN - 7 AM 8:40

T.R.A. DOCKET ROOM

Re: 2004 Docket #'s 04-00166 & 04-00211

Dear Sir or Madame

The Tennessee Regulatory Authority (Docket 04-00166 & 04-00211), if approved, could allow higher rates for calls from inmates at Tennessee jails & prisons. I urge you to support the children and families of prisoners and vote against any increases in costs & any possible decreases in the time length of calls from a state or local penal institution.

36, the loved ones of those incarcerated are the forgotten victims & most often we suffer in silence, innocent of any wrong doing. Not only do we pay the price of our families separation but there are many expenditures including the very important phone contact for which we bear responsibility. The proposed increases would result in drastic rate increases that we cannot afford.

It stands to reason that healthy bonds built and/or maintained during an incarceration will help reduce repeated incarcerations & make our communities safer as well. To increase the rates or shorten the length of the calls could prove devastating to these bonds we the families are trying so hard to maintain or build.

It is also apparent that the current telephone provider Global Link

lacks accountability to its customers.
We insist that improved customer service
and better billing services are required
of all telephone service providers to
prisons & jails in Tennessee

As the wife of one of these people who
wants a fresh start after paying the
price for his mistakes I will be watching
this issue closely & I hope and pray
that you will support us, the families
of Tennessee prisoners and NOT the
interests of big business

Sincerely
Brenda L. Sawyer
543 1st St SE
Cleveland TN
37311