

2736 Morgan Road  
Joelton, TN 37080  
December 31, 2005

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2006 JAN 10 AM 8:28  
T.R.A. DOCKET ROOM

Tennessee Regulatory Authority  
460 James Robertson Parkway  
Nashville, TN 37243

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CONSUMER SERVICES DIVISION  
JAN 06 2006  
TN REGULATORY AUTHORITY

To Whom It May Concern:

Re: Docket # 04-00166 and 04-00211

To Whom It May Concern:

I was sorry to read in the January 2006 issue of the Reconciliation's Newsletter that there is ongoing discussion about increasing the cost of telephone calls between prison inmates and family.

I do not see how there can be a need to increase telephone call expense when local calls are already \$1.00 each with a 30-minute limit. This is for a local telephone call, which can be made and received at any telephone in the area for only the cost of the regular monthly subscription service. My telephone is charged for each of these local calls which my regular service should cover automatically by the monthly service charge.

It seems that there is always an effort to increase the cost of any service without any increase in the type or quality of service provided. The Global Tel-Link does not provide quality service. Many times the phone does not work after the recording has indicated that there is an incoming call and it has been accepted. I have paid for many calls that were not completed because you were unable to hear the conversation or the phone just disconnected before conversation could be started. Contact with Global Tel-Link to correct charges billed, that were not completed is often a hassle and seldom corrected. There is also a monthly charge assessed in addition to calls received just because they are sending you a bill.

I would like to see the \$1.00 per call, 30-minute limit retained since it is already excessive when you consider the local nature of the call and the type service received.

Sincerely,

  
Betty Anne Yeargin

cc: Reconciliation Ministries, Inc.