

December 6, 2004

RECEIVED

Chairman Pat Miller
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, Tennessee 37243

2004 DEC -8 PM 12:06

T.R.A. DOCKET ROOM

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

Dear Sir/Madam:

This letter is written in reference to the above dockets that could allow higher rates and less time for inmates to stay in touch with their families.

As a parent of an inmate for the last 11 years, I want you to understand that this could cause more hardships on families.

I believe that Global Tel Link's rates are already outrageous. Any family out of the State of Tennessee already has to pay over \$25 per 30 minute call, plus an access charge.

We lived out of state most of the 11 years my son has been incarcerated, and though it wasn't a hardship for us most of the time, I can sympathize with families that it is. When TDOC switched from AT&T, our calls for 30 minutes were only \$15. Then after Global Tel Link took over, it went to over \$20, then to over \$25.

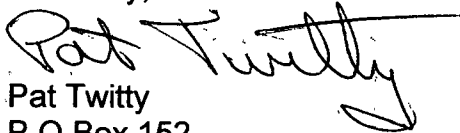
At that time, Commissioner Donnel Campbell was contacted about this matter by many people and nothing was done to give us any relief.

And 10 minutes is certainly not enough time for a conversation. I realize that the inmates are in prison for punishment, but why are the families also being punished? This is the only means that a lot of inmate families have to keep communications open, and know they are doing well.

If I can have monthly unlimited long distance with BellSouth for less than Global Tel Link charges for 30 minutes, I can't believe that they are not getting rich off the backs of poor people who are unfortunate enough to have a loved one in prison.

Please do not allow them to do this. Thank you for any cooperation that you can give us at this time.

Sincerely,



Pat Twitty
P O Box 152

Sweetwater TN 37874
423/337-2340

Mother of Inmate #228956 Gene R. Twitty