

(December 26, 2004)

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OFFICE OF
PAT MILLER

JAN 13 2004

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

T.R.A. DOCKET ROOM

TN REGULATORY AUTHORITY

Dear Sir or Madam:

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.

3rd, 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 & the families are trying so hard to maintain or build.

It is also apparent that the current telephone provider Global Tel 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 J. Jager
543 1st St SE
Cleveland, TN
37311