Dear Secretary Dorith,

This is a public comment for WC Docket number 12- 375:

I am writing this letter because the phone system for Washington State prisoners is overcharging calls. It is $3.60 for local calls and almost $15.00 for long distance calls.

I think that inmates should get one free call per quarter. Some people have no money and their friends or family can't afford to pay for calls. Phone calls help to keep some inmates out of trouble. I think that if Washington State inmates got one free phone call a quarter to talk to loved ones, it would make a great change in some of their attitudes.

Also almost 50% of the time, when any inmate tries to make a call, for several hours sometimes days, it will not connect the call. An automated voice says "Your phone call can not be placed at this time," or it will just go silent. And if your
family or friends try to call the phone company. They say it is their fault. How can 10 or 12 people make the same mistake at the same time?

Today is 2-16-2013. For the past few days the phones at Willam Bay correctional center, in Washington State, the phones have been getting worse and worse. Now as of today, they do not work at all. And who knows how long until they are fixed.

Now if we as inmates or our family and friends try to call, write the phone company and try to figure out what is wrong with the phones, we all get the run around. The prison tells us they can't do anything to contact the phone company, and the phone company tells us to contact the prison.

It seems like we just don't get the proper phone service.
I would like to take this opportunity to thank you, and I hope that this letter helps and makes a difference.

If you need to contact me, backs Address below.

Sincerely,

Gary Rockwell

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Page 3