

To Whom it may concern,

Mon. July 20, 2026

Hello, my name is Shawn Mullaly. I am a prisoner at McDougall C.I. The reason I'm writing this letter is the WIFI, phone situation here. We get 6, 15 min phone calls. However the Wifi here is so bad that the Wifi drops out during our calls and that phone call is lost. Even if the Wifi goes out while your call is ringing, and your person that your calling answers without you being on the call it will still connect. You don't speak 1 word, but you will lose a 15 min call.

When the bill got passed for phone calls being free it was 90 mins of phone time daily, and somehow that was turned into 6 free calls. Don't get me wrong, we all are grateful to have free communication with family and friends, however there has been days that I've talked for a total of 7 mins, but it dropped 4 calls that equaled 1 hour.

Instead of 6 15 min. calls, it should somehow go to 90 mins of phone time. So if a call gets dropped you only lose that time, and not one of your whole phone calls. I have written to Weatherfield about this but received no help.

So I'm hoping to get some help in this forum.
Thank you kindly.

Sincerely,

