

October 30, 2023

RCVD PUC SEC BUR  
NOV 6 2023 AM 11:04

Smart Communication/PADOC  
SCI-Fayette  
Kenneth Dade EA-6297  
PO Box 33028  
St Petersburg FL 33733

Secretary, Rosemary Chiavetta  
Pennsylvania Public Utility Commission  
400 North Street  
Harrisburg, Pa 17120

RE: *Kenneth Dade vs Securus Technologies & T-Netix Inc.*

Docket No.: C-2023-3043524

Dear Miss Chiavette:

I submitted a formal complaint against Securus Technologies & T-Netix Inc. on August 19, 2023. The Commission received the complaint on August 24, 2023 at 10:30 am and sent it back to me due to my using the revised December 2014 form.

On September 18, 2023, I resubmitted the complaint using the up-to-date form that was provided to me by the Commission. As of this day, I have yet to receive any respond from the Respondents nor have any of the issues on outlined in the complaint been resolved.

According to the Public Utility Code § 5.61(a) (1): "*The Respondents [Securus Technologies & T-Netix Inc.] have twenty days to answer the complaint.*" That date would have expired on October 16<sup>th</sup> or the 17<sup>th</sup>. "*A respondents failure to answer within the applicable period may be deemed in default*" § 5.61(c).

Please note, nothing was mailed to me so it's unclear if the Respondent requested an extension of time. Since the complaint was never satisfied, I am therefore requesting PUC to rule in my favor or grant a hearing in the interest of the public.

Thank you for your time and attention in this matter.

Sincerely,



Smart Communications/PADOC

SCI-Fayette

Name *Kenneth Dade*

Number *EA6297*

PO Box 33028

St Petersburg FL 33733

Inmate Mail  
PA Department of Corrections

FIRST-CLASS



US POSTAGE BY PITNEY BOWES



ZIP 15450 \$ 000.63<sup>0</sup>  
02 7W  
0008030505 NOV. 01. 2023

*Secretary, Rosemary Chiavetta  
Pennsylvania Public Utility Commission  
400 North Street  
Harrisburg Pa 17120*

OPENED AT CMPC

1712030079 0000

