

RCVD PUC SEC BUR
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November 8, 2023

Smart Communication/PADOC
SCI-Fayette
Kenneth Dade EA-6297
PO Box 33028
St Petersburg FL 33733
kennydadell@gmail.com

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

RE: *Kenneth Dade EA-6297 v Securus Technologies & T-Netix Inc.*
Docket No.: C-2023-3043624

Dear Secretary:

Please find the enclosed Reply to the Respondents answer for the above-captioned case.

Also, please contact me if anything changes.

Thank you for your time and attention in this matter.

Sincerely,



Kenneth Dade EA-6297

Cc:

William A Lesser

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

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Kenneth Dade EA-6297
Complainant

)

)

Vs.

) - Docket No.: C-2023-3043524

)

Securus Technologies & T-Netix Inc.
Respondents

)

REPLY

Kenneth Dade EA-6297, (Complainant) an individual housed at the State Correctional Institutional-Fayette (SCI-Fayette) filed a formal complaint against Securus Technologies & T-Netix Inc. with the Pennsylvania Public Utility Commission on August 19, 2023. The complaint was sent back to Complainant due to using the wrong form.

On September 18, 2023, Complainant resubmitted the complaint using an up-to-date form that was provided by the Commission. On October 30, 2023, Complainant wrote a letter to the Commission requesting a favorable ruling due to Respondents failure to respond to the formal complaint.

On November 6, 2023, Respondent sent Complainant an email stating they filed a response to the complaint on October 16, 2023 and forward the response in the email.

Complainant files the Reply and avers as follows:


- 1) Complainant agrees, Ms. Bankston is indispensable to this complain. She's the person who set up the account, deposited her money into Securus' Mobile App, and added numbers for me to be able to call. However, Complainant is not the only person using this account. The advanced Connect Service Securus Technologies and T-Netix Inc. have set up is a scam. Complainant was under the impression he used all of the prepaid calls Ms. Bankston set up via Secures' Mobile App and continuously asked Ms. Bankston to deposit more money into Securus' account. The Advanced Connect Service Securus Technologies and T-Netix Inc. have set up is a scheme which is designed to have our family and friends to constantly deposit more money into their account. A hearing is needed to see why Securus Technologies and T-Netix Inc. are not offering any options to delete that service.

- 2) Complainant will have Ms. Bankston called as a witness. Ms. Bankston lives in Merrillville IN and can testify via phone or zoom about when she deposited the money into Securus Technologies Mobile App, the hidden messages, or any option Securus Technologies & T-Netx Inc. have/don't have in place to avoid this type of issue.

- 3) Further, Complainant agrees of asking Ms. Bankson to add the following family members: Khalifa Dade, Taylin Cooper, and Raven Tennyson to Securus Mobile App. It wasn't clear when she added those numbers to her Account that other inmates throughout the Pennsylvania Department of Corrections (PADOC) Facilities would have access to Ms. Ms. Bankston's prepaid account.

- 4) Respondents is now stating, once Ms. Bankston added the following numbers (412)313.1605, (412)707.3525, and (412)736.0299 that inmates who are housed at other PADOc now have access to her account and can make calls. Respondent is claiming one of the attribute of [their] "Advanced Connect account is not limited to a one-on-one connection of calls from a single incarcerated person to a single phone number." A hearing is needed so Ms. Bankston can testify if that was part of Securus Technologies & T-Netix Inc. 'terms and conditions" when she initially signed up back in September 27, 2021.
- 5) Complainant is requesting a hearing in order to resolve questions of fact: (1) other inmates throughout the PADOc is/has used Ms. Bankston's account; (2) Securus Technologies & T-Netix Inc. should allow inmates and their families the option to delete that 'advanced Connect Service,' so inmates at other PADOc facilities don't have access to nobody else's account.

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Kenneth Dade EA-6297

VERIFICATION

The undersigned hereby avers that the statements of facts contained in the foregoing "REPLY" are true and correct to the best of my information, knowledge and belief, and are made subject to penalties of 18 PA C. S. section 4904 relating to unsworn falsification to authorities.

11-9-23

Date



Signature

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CERTIFICATE OF SERVICE

I, Kenneth Dade, hereby certify that on November 9, 2023 I caused a true and correct copy of the foregoing REPLY to be served upon the following via First Class mail:

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

William A. Lesser
COZEN O'CONNOR
3 WTC 55TH Floor
175 Greenwich Street
New York, NY 10007

/s/ Kenneth Dade
Kenneth Dade EA-6297

Smart Communications/PADOC

SCI-Fayette

Name *Kenneth Dade*

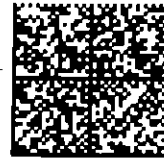
Number *EA6297*

PO Box 33028

St Petersburg FL 33733

Inmate Mail
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*Secretary, Rosemary Chivetta
Pennsylvania Public Utility Commission
400 North Street
Harrisburg Pa 17120*

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