

# EXHIBIT C

Mr. Jamal Shehadeh #s10300  
Logan Correctional Center  
Post Office Box 1000  
Lincoln, IL 62656

January 10, 2012

Schiff Hardin, LLP  
Ms. Lisa M. Natter  
233 South Wacker Drive  
Suite 6600  
Chicago, IL 60606

RE: Shehadeh v. CCPS

Dear Counselor,

Thank you for arranging the teleconference this morning.

Coincidentally, immediately after terminating our conference, I returned to my housing unit to find two of your client's service technicians. One was named Morrissey and I didn't see the other's name tag.

I explained my concern over what seems to be a break down in the reporting of work orders by the IDOC to CCPS. The technician explained that the work orders sit in a mail slot for CCPS to pick up when the technician is at Logan. He explained that the usual technician for Logan, Mr. Walsh, was unavailable and that he and Morrissey were filling in for Walsh.

How can your client expect to comply with the maintenance terms of the contract, §§ 4.6.4.2 and 4.6.4.3, when, according to the technicians, the mail slot at Logan for work orders is only checked once or twice every other week? I realize that the contract says that there is to be a 24 hour service contact for IDOC to utilize for repair issues; however, as the response to my FOIA requests to CMS and IDOC show, the escalation lists and contact information was never furnished. See attachments to pleadings in Coles County.

Wouldn't it be more efficient to have the IDOC fax or e-mail work orders if your technicians don't have the time to stop by every facility every day? Most housing units have only four or fewer phones so any hardware malfunction preventing the use of any of the phones is a Major Outage as defined by § 4.6.4.2 and should be addressed within 2 hours.

I'm not in this complaint for money but simply better phone service which should benefit everyone concerned including CCPS. There are hundreds of offenders here at Logan who have nothing better to do than file complaints with the ICC if someone were to inform them

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that that agency has the enforcement authority over your client. I am not a vindictive person and have refrained from advising other offenders of their formal complaint options before the ICC because I honestly believe that you and CCPS will do the right thing.

Since the filing of my Amended Complaint in Coles County I have had several more issues similar to the ones complained about in that pleading. If Judge O'Brien dismisses my complaint and finds that I cannot sustain an action for fraud and negligence as pleaded then I will simply file a new suit over the more recent dropped calls.

You may wish to review the record in ICC case No. 2002-0002, Jamal Shehadeh v. Central Illinois Public Service Co. for confirmation that I have the knowledge and wherewithal to see this ICC complaint through. While I lost that complaint against Ameren, I succeeded in getting them to revise their Service Delivery Specifications on file with the ICC. The violations in this case are much more egregious and will certainly draw the attention of not only the ICC but lawmakers and prisoner advocacy groups since many thousands of people are effected.

At a time where other states are changing their laws to prevent companies like your client from profiting so greatly from prison service contracts, your client cannot afford the negative publicity shit-storm I am capable of turning this into. Please consider agreeing to address the issues raised in my complaints as well as reimbursing me for my dropped calls and costs in these matters, and I will agree to dismiss both actions, waive any and all future claims, and sign a non-disclosure agreement.

Thank you for your time and consideration.

Most respectfully yours,

  
Jamal Shehadeh

JSS/js