

From: [LANAE Morris](#)
To: [Legislative Commission](#)
Subject: ViaPath Technologies – Inmate Phone Call Rate Increase & Consumer Harm
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Honorable Commissioners,

I respectfully submit this statement to bring attention to a recent and significant issue impacting incarcerated individuals and their families in Nevada. On October 13, 2025, the per-minute rate for inmate phone calls at Northern Nevada Correctional Center (NNCC) — provided by ViaPath Technologies — was increased from \$0.06 to \$0.10 per minute without prior notice or public disclosure.

This 66% rate increase has occurred while the Federal Communications Commission (FCC) has temporarily waived compliance with the 2024 federal rate cap rules (DA 25-565, June 30, 2025). However, it is important to emphasize that this waiver does not eliminate existing consumer protection and disclosure requirements under federal law.

Relevant Federal Regulations

- 47 C.F.R. § 64.6110 — Providers must clearly and accurately disclose rates and fees to the public.
- 47 C.F.R. § 64.6020 — Ancillary service fees are prohibited.
- 47 C.F.R. § 64.6010 — Interim caps for interstate calls remain in effect (\$0.12/min for prisons).

Furthermore, the Nevada Department of Corrections (NDOC) still publicly lists a \$0.06 per minute rate on its website, and no notice of this increase

has been issued. This discrepancy undermines transparency, creates financial burdens for families, and may constitute a breach of state contractual terms between NDOC and its telecommunications vendor.

In addition, multiple recorded conversations with ViaPath representatives confirm:

- The increase occurred between 6:08 a.m. and 3:58 p.m. on October 13, 2025.
- Representatives gave inconsistent explanations for the increase (e.g., facility decision vs. credit card processing fees).
- No regulatory or contractual justification was provided.

Why Legislative Oversight Is Needed

While the FCC waiver delays enforcement of new rate caps, Nevada retains authority over its contracts and consumer protections. Families are currently paying more than the posted NDOC rate, with no explanation or transparency. This harms low-income families, creates distrust, and exposes gaps in oversight and enforcement.

I respectfully urge the Legislative Commission to:

1. Investigate the rate increase and whether ViaPath violated state contract terms or consumer disclosure obligations.
2. Require NDOC to update or enforce its posted rate information and mandate clear notice before any rate change.
3. Hold ViaPath accountable for transparent billing and fair pricing

practices.

4. Establish stronger legislative oversight over telecommunications contracts in correctional facilities to protect families from unannounced or exploitative price increases.

Thank you for your time and commitment to fair and transparent governance.

Respectfully submitted,

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