

From: [Yvonne Efverlund](#)
To: [Legislative Commission](#)
Subject: Please Address the Unfair Costs of Viapath Phone and Tablet Services
Date: Tuesday, October 28, 2025 2:41:36 PM

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Dear Legislators,

I am writing to you as a concerned mother who has been deeply affected by the excessive costs imposed by Viapath for phone calls and text messaging with my loved one who is incarcerated. These costs place a heavy burden not only on families like mine, but also on our loved ones inside.

We were told that with the introduction of the tablets, our loved ones would receive a free 15-minute phone call each day. Unfortunately, that promise has been reduced to just a 3-minute call — barely enough time to say hello and “I love you.”

We were also told that the tablets would provide access to movies and games, but what we were not told is that simply using the tablet costs money. What was presented as a positive program to help maintain family connections and improve quality of life has instead become another source of profit.

When will our loved ones be treated like human beings and not like dollar signs? The current system punishes families who are simply trying to stay connected. Maintaining family bonds is a proven factor in reducing recidivism and supporting rehabilitation — it should not come at an unaffordable cost.

I urge you to take action to regulate or eliminate these exploitative practices. Families deserve fair and affordable communication with their loved ones.

Thank you for your time and attention to this important issue.

Sincerely,
Yvonne Efverlund

Sent from [Outlook for Android](#)