

From: law80@aol.com
To: [Legislative Commission](#)
Subject: NDOC
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Dear Committee Members,

I want to express my concern about the recent changes to the visitation appointment system. I've tried many times to make an appointment, but it's no longer possible to do so online. As someone who works and lives out of state, this makes it extremely difficult.

When my loved one, from SDCC calls, sometimes the phone just rings, and other times it doesn't connect at all. My loved one said it rang on his end, but not on mine. We can't have a shared family plan, so I'm forced to maintain three separate phone numbers and accounts just to stay in contact.

To make matters worse, the last two phone services I used kept my money, and although one company promised a refund, I have yet to receive it.

I'm also trying to understand all the fees being added—both for my loved one and for myself. I truly beg you, please don't allow this system to become one that profits off our need to stay connected. We are families doing our best to maintain hope and connection with our loved ones. Please make these communication services affordable and accessible for everyone.

With respect and gratitude,

Lori Wrobel

Thank you,
Lori & Rick Wrobel