

From: [Regina Rios](#)
To: [Legislative Commission](#)
Subject: Re: Communication issues with NDOC
Date: Tuesday, October 28, 2025 3:10:03 PM

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On Tue, Oct 28, 2025, 3:00 PM Regina Rios <reginar1376@gmail.com> wrote:

To whom it may concern:

I am writing this email as a concern family member whose loved one is incarcerated with NDOC. As you are well aware of the issues of the economy that American tax payers are having to deal with, having to be able to make ends meet is already hard enough with out having to deal with HIGH rate of the phone calls, which are constantly changing. At one point the inmate was given a free 15 minute call daily that has now changed to one free 3 minute call which after connecting you are left with 2 minutes to speak, UNFAIR. They have yet again raised the prices now a 15 minute call is costing over 3 dollars how much can you say in 15 minute, which results in more spending especially when you are dealing in legal matters. Yes the inmate can get a job which the minimum paid job in prison is approximately 10 dollars a month and if the inmate is indigent then those ten dollars will not be used for phone calls. Therefore leaves the burden upon the family members. They also charge ridiculous prices for replacement earphones that would take at least six months of savings in order to pay for new ones. Please this cannot be right!?! Please it is hard enough being without your loved one, now not be able to speak with them because of the high prices is an unthinkable lose for the families. Not to mention what it can do to the psyche of the person incarcerated. I can go on for days telling you of the harm this issue is causing but I will pray that you can hear my sincerity and pleas for help in this situation. Thank you for your time.

Sincerely,
Regina