

From: [Susan N](#)
To: [Legislative Commission](#)
Subject: Net Connect _GTL_ VIAPATH
Date: Tuesday, October 28, 2025 3:01:38 PM

You don't often get email from susannich57@gmail.com. [Learn why this is important](#)

To whom it may concern,

I am writing to express serious concern about the increase in costs for using the communication services. These rising prices place an unreasonable financial strain on families who are already struggling to stay connected with incarcerated loved ones. The rising costs create a barrier that punish both incarcerated and their families rather than foster connection and stability.

Service is not up to par. Video calls freeze. Calls will repeat the initial recording over and over before the call is connected, withdrawing funds for dead air. Calls are dropped. The fee for text/ email has almost doubled. All this yet the prices increased. Stop yet another violation towards the incarcerated.

Susan Nicholas

Susan Nicholas