

From: [Shundean Emm](#)
To: [Legislative Commission](#)
Subject: ViaPath Increase
Date: Tuesday, October 28, 2025 3:04:54 PM

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Good Afternoon,

I am the daughter of an inmate currently housed at Lovelock Correctional Center. I am writing to express serious concerns about the ongoing issues my family has experienced with ViaPath's phone and tablet services.

Over the past several weeks, we have dealt with repeated dropped calls, poor audio quality, and undelivered messages through the tablet system-all while being charged full price for these services.

For example, my balance recently dropped from \$30 to \$25 after a single 15-minute call, and another call lasting approximately eight minutes cost \$1.75.

These inconsistencies make it appear that we are being overcharged, and I have begun documenting each transaction and issue.

Communication with loved ones is not a privilege-it is an essential part of rehabilitation and mental health. These ongoing problems and unexplained charges place additional stress on families who are already struggling emotionally and financially. It is deeply concerning that a company profiting from

inmate communication services is not held accountable for providing reliable and fair service.

I respectfully request that this matter be reviewed and that steps be taken to ensure transparent billing, reliable connections, and fair pricing for all families.

Thank you for your time and attention to this matter.

I look forward to your response.

Sincerely,
Shundean Emm