

From: [Nichole Cordova](#)
To: [Legislative Commission](#)
Subject: Re: URGENT CONCERNS REGARDING VIAPATH PHONE SYSTEM AND NDOC
Date: Tuesday, October 28, 2025 3:04:04 PM

You don't often get email from cordovanichole777@gmail.com. [Learn why this is important](#)

On Tue, Oct 28, 2025 at 3:00 PM Nichole Cordova <cordovanichole777@gmail.com> wrote:

Dear Senator and/or representative,

I am writing to submit a public comment and to voice serious concerns regarding the recent changes to the Viapaths phone and tablet system used within our correctional facilities. These changes have created significant hardships for incarcerated individuals and their families, and there appears to be no oversight or accountability for the growing list of issues.

Since the transition to the new system, inmates have faced major difficulties using their tablets, with little to no technical support available to assist them. The headphones provided by Viapath are of extremely poor quality, often breaking within days, leaving inmates with no choice but to purchase costly replacements. This places an unfair financial burden on individuals who already have very limited means.

In addition, the cost of phone calls has increased dramatically and without prior notice. Many families, including mine, are now unable to afford regular communication. I personally have been unable to receive calls from my husband due to these system failures and restrictions. In fact, I was forced to purchase a second phone just to be able to receive his calls, an unnecessary and expensive inconvenience caused entirely by Viapath's flawed system and lack of transparency.

These unjustified price hikes and service failures are disrupting family connections, harming rehabilitation efforts, and exploiting some of the most vulnerable populations for profit. Families should not have to bear these costs or suffer disconnection from their loved ones due to corporate negligence or greed.

I urge you to look into NDOC/Viapath's practices and take immediate action to ensure transparency, affordability, and accessibility in the communication systems used in our correctional facilities. The state must hold NDOC and Viapath accountable for its failures and protect the rights of families and inmates to maintain consistent, affordable contact.

Thank you for your attention to this matter and for your continued service to our community.

Sincerely,

Mrs. N. Jackson