Yes, Please do something to reduce the exorbitant rates on the inmate calling services, not just interstate, but also in-state local/toll as well. The whole system is a scam. I had a friend incarcerated a couple years ago. I went through the cumbersome process to put time in his account so he could call me. Then, he was transferred to a different jail. The time didn't follow him, so I had to prepay for time at the new jail as well. The process for requesting a refund of the unused time is ridiculous, and I never did get the money credited back. So, the ICS essentially is stealing money from the friends and relatives of those incarcerated. Please cap the rates they can charge and force them to change their policies for how to pay for time and get refunded for unused time. The high costs associated with the system are due to the antiquated method of needing to speak directly to a live person to put time on the system. Why can't they automate it so you can just enter your credit card number on an automated system? And, have it be charged to the credit/debit card at the time of use instead of pre-paying? Or, make it like the prison accounts system that you can use Western Union at a currency exchange to put time on the account?