**Letter of Appeal to FCC**

**Date:** 6/14/2019

**Docket Reference Number:** WC Docket 06-122

**Filed by:** Kevin Welch, CEO

Healthcare Communications, Inc. (HCP #44699)

46 Exeter Avenue

Longmeadow, MA 01106

Tel. No. 781-953-2369

Email – [lkwelch1@comcast.net](mailto:lkwelch1@comcast.net)

**Documentation included in attached files**

1. Referral of Appeal by RHC/HCF to FCC
2. Appeal document
3. List of consortium member site request for subsidy
4. Two file of 28 emails (total) exchanged between consortium and HCF from Saturday, May 25 to Thursday May 30.

**Reason for Appeal**

Starting Saturday, May 25 my previously, very functioning MY PORTAL password was denied access to MY PORTAL. My first email to RHC-Assist for password re-set was Saturday, May 25 at 1 PM EST, soon to be followed (starting Tuesday, May 28) with an exchange of 27 additional emails. The cause of this denial was unknown and Thursday, May 30, with no RHC/HCF explanation, my newest password re-set began working. This allowed me to submit 5 Requests for subsidy, with the last being sent at 11:58 PM EST, Friday, May 31.

To demonstrate our preparedness for all submissions we offered to send the 11 denied submission Form 462 data packets via FEDEX Overnight to the RHC/HCF however, this was not acceptable to the RHC/HCF folks because of their authorities given by the FCC.

**Relief Sought with this Appeal**

Authorization to submit the 11 Requests for Subsidy that were not submitted due to the non-acceptance of my MY PORTAL password for over five days of the final week of the FY2019 Filing Window. Five days were lost and we request five days to submit the 11 Form 462 data packets. This was an occurrence of “Murphy’s Law” that we did not cause and could not correct as a MY PORTAL user.

rhchcfAppealDocumentDeniedPSWDFY2019.docx