

August 10, 2005

Electronic Filing Via ECFS

Marlene H. Dortch, Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

Re: Interactive Services Network, Inc., d/b/a ISN Telcom Subscriber
Notification Report, WC Docket No. 05-196

Dear Ms. Dortch:

Attached herewith please find Interactive Services Network, Inc., d/b/a ISN Telcom's Subscriber Notification Report, which is being filed in connection with the Public Notice released July 26, 2005 in WC Docket No. 05-196. Please direct any questions regarding this filing to the undersigned.

Sincerely,

Craig Neeld
Consultant to Interactive Services Network, Inc., d/b/a ISN Telcom

cc: Byron McCoy
Kathy Berthot
Janice Myles
Best Copy and Printing, Inc.

Subscriber Notification and Acknowledgement Status & Compliance Report
FCC WC Docket No. 05-196

Detailed description of all actions the provider has taken to specifically advise every subscriber, prominently and in plain language, of the circumstances under which E911 service may not be available through the interconnected VoIP service and/or may be in some way limited by comparison to traditional E911 service. This information should include, but is not limited to, relevant dates and methods of contact with subscribers.

Interactive Services Network, Inc. (ISN) has notified verbally every customer of the limitations of the E911 at the time of the sale. On July 29th 2005 ISN sent out a e-mailing campaign reaching all its customers with a letter notifying them of the limitations of E911.

Quantification of how many of the provider's subscribers, on a percentage basis, have submitted an affirmative acknowledgement, as of the date of the report, and an estimation of the percentage of subscribers from whom they do not expect to receive an acknowledgement by August 29, 2005.

As of today ISN received affirmative responses from 15% of its subscribers. The total amount of subscribers that have not yet acknowledged the notifications is 85%. ISN estimates that it may not receive acknowledgement from 20% of its VoIP customer base.

Detailed description of whether and how the provider has distributed to all subscribers warning stickers or other appropriate labels warning subscribers if E911 service may be limited or not available and instructing the subscriber to place them on and/or near the customer premises equipment used in connection with the interconnected VoIP service. This information should include, but is not limited to, relevant dates and methods of contact with subscribers (i.e. e-mail, U.S. mail).

E-mail notification was sent out on July 29, 2005. A copy of this notification is enclosed. Warning labels are currently being mailed to customers via U.S. Mail with the following text:

CAUTION! E911 service may be limited or not available on this phone.

A quantification of how many subscribers, on a percentage basis, to whom the provider did not send the advisory described in the first bullet above and/or to whom the provider did not send warning stickers or other appropriate label as identified in the bullet immediately above.

0 (zero) %

A detailed description of any and all actions the provider plans on taking towards any of its subscribers that do not affirmatively acknowledge having received and understood the advisory, including, but not limited to, disconnecting the subscriber's VoIP service with the Company no later than August 30, 2005.

ISN will make several other attempts to contact subscribers that do not acknowledge having received and understood the advisory. These attempts will be sent in the form of e-mails once a week through August 30, 2005. If by August 23, 2005 a subscriber have not acknowledge having received the advisory ISN will attempt to make contact by making telephone calls to the contact information numbers on file.

Detailed description of how the provider is currently maintaining any acknowledgements received from subscribers.

ISN is logging all the positive acknowledgements into an email account, detailing the subscribers' name, account number and the date they have acknowledged the advisory.

The name, title, address, phone number, and e-mail address of the person(s) responsible for the Company's compliance efforts with the VoIP E911 Order.

Guillermo Rosman
Business Analyst
1035 NE 125th Street, Suite 101
North Miami, Fl 33161
Voice: 786-924-6159
E-mail: grosman@isncom.com

Damian Chmielewski
VP of Customer Operations
1035 NE 125th Street, Suite 101
North Miami, Fl 33161
Voice: 786-924-6120
E-mail: damian@isncom.com

From: e911@isncom.com [<mailto:e911@isncom.com>]
Sent: Friday, July 29, 2005 1:16 PM
To:
Subject: IMPORTANT Information about E911

Dear :

On June 3rd, the Federal Communications Commission (FCC) mandated that all Internet phone service providers interconnected to the public switched telephone network offer E911 as a standard element of their residential and business offerings. Currently, E911 is not available, however, we are in the process of provisioning this service to all customers.

The FCC has also required all Internet phone service providers to inform subscribers that, under certain circumstances, when 911 is dialed from a phone connected to an Internet phone service, E911 service may not be available, or the E911 service may be in some way be limited by comparison to traditional E911 service. These circumstances include:

1. When the location of your IP Fone device is at a physical address Other than the one you listed when you activated your account.
2. When a subscriber's broadband phone device fails or is not Configured properly.
3. When there is an electrical power outage, service outage or suspension/disconnection of IP Fone service due to billing or other issues.
4. When there is a delay in the provision of IP Fone service ("dial tone") at the physical address provided at the time of account activation.
5. When a change of address has been reported, but not yet been updated on the IP Fone account.
6. When the local PSAP receiving IP Fone E911 emergency service calls does not have a system configured for E911 services that enablesthe operator to capture and/or retain automatic number or location information.
7. When due to technical factors in network design and/or in the event of network congestion on the IP Fone network, a IP Fone E911 callmay produce a busy signal or experience unexpected answering wait times and/or take longer to answer than 911 calls placed via traditional telephone networks.

ISN Telcom is committed to meeting the demands of our subscribers for E911 as well as the FCC's requirements with the same diligence and seriousness with which we have always approached this important telecommunications issue.

In order to help us comply with this FCC requirement please reply to this email with your name by July 31st. 2005.
For further information please contact us at 1(877)781-6280 Sincerely,

Customer Support
ISN Telcom