

**REDACTED -- FOR PUBLIC INSPECTION**

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July 2, 2007

**VIA ECFS**

Marlene H. Dortch, Secretary  
Federal Communications Commission  
Office of the Secretary  
445 12th Street, SW  
Washington, DC 20554

Re: Snap Telecommunications, Inc. Annual Complaint Log Summary,  
CG Docket No. 03-123, Public Notice DA 07-2762  
**REDACTED -- FOR PUBLIC INSPECTION**

Dear Ms. Dortch:

Pursuant to 47 C.F.R. § 64.604(c)(1) and the Public Notice issued by the Commission on June 22, 2007 in the above-captioned proceeding,<sup>1</sup> attached please find the redacted, public version of the complaint log summary for the provision of video relay services (“VRS”) of Snap Telecommunications, Inc. (“Snap”) for the 12-month period ending May 31, 2007. The confidential version of Snap’s complaint log summary has been filed today with the Commission Secretary under separate cover, with a copy provided to the Disability Rights Office. The only information that has been redacted in the attached public version is the total number of VRS calls Snap received during the period of time covered by this complaint log summary.

Snap began providing VRS and receiving reimbursement from the Interstate TRS Fund in March 2007. For the period covered, only one (1) complaint was received by Snap regarding alleged violations of the TRS/VRS mandatory minimum standards, and, as the attached chart shows, this complaint has been resolved.

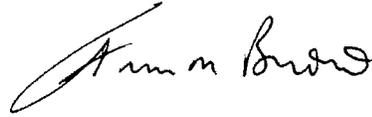
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<sup>1</sup> See *Consumer & Governmental Affairs Bureau Reminds States and Interstate Telecommunications Relay Services (TRS) Providers that the Annual Summary of Consumer Complaints is Due Monday, July 2, 2007, and that They Have an Ongoing Obligation to Report Contact Information and Substantive Changes in their TRS Programs*, Public Notice, CG Docket No. 03-123, DA 07-2762 (rel. June 22, 2007) (requiring complaint log summaries to include, among other things, the provider’s total number of TRS/VRS calls).

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Should you have any questions, please do not hesitate to contact the undersigned counsel for Snap.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Francis M. Buono". The signature is fluid and cursive, with a large initial "F" and "B".

Francis M. Buono  
Counsel for Snap Telecommunications, Inc.

Attachment

cc: Arlene Alexander, Consumer & Governmental Affairs Bureau (with attachment)  
Thomas Chandler, Chief, Disability Rights Office (with attachment)

Snap!VRS

# Annual Consumer Complaint Log

June 1, 2006 – May 31, 2007

SUMMARY LOG				
	March '07	April '07	May '07	Total
# of Complaints	0	0	1	1
# of Completed VRS Calls				

COMPLAINT LOG			
Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
5/1/2007	Caller complained about an interpreter not following procedures consistent with Snap!VRS procedures. Caller perceived the VI taking control of the call.	5/14/2007	Interpreter's managers were advised to re-train and address situation with interpreter. Caller was satisfied with proposed solution. Situation resolved.