

MILLER ISAR, INC.

REGULATORY CONSULTANTS

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ANDREW O. ISAR

Via Electronic Comment Filing Submission (ECFS)

June 25, 2008

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

RE: Healinc Telecom, LLC Annual Consumer Complaint Log Submission,
Docket No. 03-123

Dear Secretary Dortch:

Pursuant to the Federal Communications Commission's ("Commission") 47 C.F.R. §64.604(c)(1)(i) and (ii), Healinc Telecom, LLC's ("Healinc"), by its regulatory consultants, hereby provides the attached consumer Complaint Log submission for the period June 1, 2007 through May 31, 2008. 47 C.F.R. §64.604(c)(1)(i) requires relay service providers, including providers of video relay services who draw funding from the federal Telecommunications Relay Service Fund such as Healinc, *inter alia* to maintain a complaint log which at a minimum contains, "the date the complaint was filed, the nature of the complaint, the date of resolution, and an explanation of the resolution."

For the first time in Healinc's operating history, the Company experienced caller complaints. As detailed in the attached Complaint Log, three complaints were received by Healinc between June 1, 2007 through May 31, 2008. Two address concerns over communications interpreter treatment of the caller and one addresses interpreter availability. Each was resolved to the caller's satisfaction.

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Pursuant to 47 C.F.R. § 64.604(c)(2), Healinc's contact person for VRS consumer information and complaints about intrastate service is now:

Dr. Stanley Schoenbach
Healinc Telecom, LLC
3333 Henry Hudson Parkway, Suite 1A
Riverdale, N.Y. 10463
Telephone: 718.543.4100
TTY Telephone: 212.714.9889 (9TTY) or 360.750.7412
Facsimile: 718.601.5400
E-mail: SFSMD31@aol.com

The Commission contact remains:

Dr. Stanley Schoenbach
Healinc Telecom, LLC
3333 Henry Hudson Parkway, Suite 1A
Riverdale, N.Y. 10463
Telephone: 718.543.4100
TTY Telephone: 212.714.9889 (9TTY) or 360.750.7412
Facsimile: 718.601.5400
E-mail: SFSMD31@aol.com

Thank you for your attention to this matter. Questions may be directed to the undersigned.

Sincerely,

MILLER ISAR, INC.



Andrew O. Isar

Regulatory Consultants to
Healinc Telecom, LLC

Attachment

cc: Thomas Chandler, Greg Hlibok, Disability Rights Office, FCC (via electronic delivery)
Arlene Alexander (via electronic delivery)
Dr. Stanley Schoenbach, Healinc Telecom, LLC

Healinc Telecom, LLC
Video Relay Service Complaint Log
Pursuant to 47 C.F.R. §64.604(c)(1)(i)

1. Complaint Date: July 11, 2007, 5:48 PM via e-mail

Nature of Complaint: Complainant stated that the communications assistant was not proficient and unable to clearly relay complainant's communications to his client. Maintains that the CA was unprofessional by commenting on the length taken by the caller to communicate, and that caller was "appalled and had to disconnect."

Date of Resolution: July 12, 2007

Explanation of Resolution: The communications assistant who was the subject of the complaint was identified and counseled by a supervisor. The standards of professional conduct and company service standards were reviewed with the individual, and the individual was provided guidance on future interaction with callers. Complainant was contacted via email and an apology provided by the Company. The interpreter has since performed at or above standards.

2. Complaint Date: August 4, 2007, 9:23 PM from LifeLinks web-site feed back request.

Nature of Complaint: Complainant states that he tried to place a call at midnight and waited nearly 20 minutes for an interpreter, but none became available.

Date of Resolution: August 5, 2007

Explanation of Resolution: Upon investigation with the complainant, it was revealed that the complainant had been accessing an incorrect Internet protocol address that did not connect to Healinc. Complainant was informed of the correct address. The Company's IP address is posted on the Company web site, <http://www.lifelinksvrs.com/>

3. Complaint Date: June 19, 2007, 10:24 PM via email

Nature of Complaint: Complainant states that he was not transferred to his communications assistant of choice.

Date of Resolution: June 20, 2007

Explanation of Resolution: A supervisor contacted the Complainant to discuss the issue. Through the course of the discussion, it was determined that there had been a miscommunication between the complainant and communications assistant who was contacted. The situation was explained to complainant, and interpreters were informed of the situation to preclude a reoccurrence.