



ANDREW O. ISAR

4423 POINT FOSDICK DRIVE, NW  
SUITE 306  
GIG HARBOR, WA 98335  
TELEPHONE: 253.851.6700  
FACSIMILE: 866.474.3630  
WWW.MILLERISAR.COM

*Via Electronic Comment Filing Submission (ECFS)*

July 1, 2009

Ms. Marlene H. Dortch  
Secretary  
Federal Communications Commission  
445 12<sup>th</sup> 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, 2008 through May 31, 2009. 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."

During the reporting period, Healinc experienced 37 caller complaints. As detailed in the attached Complaint Log. User complaints fell into the following categories; individual communications assistant ("CA") conduct and procedures for unique calls; proper scheduling of Spanish language CAs; scheduling to meet unusually higher than expected call volumes; and individual user technical issues. The remainder were unique issues that Beginning in 2009, Healinc experienced a precipitous increase in calling volume, leading to eight individual complaints regarding speed of answer delays, though one such complaint was received in late 2008. This issue was addressed in Healinc's July 5, 2009 Mandatory Minimum Standard *Annual Compliance Report* under the "Speed of Answer" compliance section at Page 16. The Company continues to add qualified CAs to meet its growing demand and maintain speed of answer compliance.

Ms. Marlene H. Dortch  
July 1, 2009  
Page 2

Although the number of complaints reported herein represents an increase over the complaints processed during the previous reporting period, this number is consistent with the significant increase in usage Healinc experienced during the current reporting period. User complaints remain an exceptionally helpful tool in the identification of operational issues that are not always readily apparent to the Company. The Company has been able to resolve operational issues immediately in virtually all cases. Each complaint was resolved to the caller's satisfaction, where possible. Otherwise the caller was informed of the Company's practices or efforts to resolve the issue, where a resolution was required.

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:

Wesley Waite, Sr.  
Healinc Telecom, LLC  
3333 Henry Hudson Parkway, Suite 1A  
Riverdale, N.Y. 10463  
Telephone: 212.714.2965  
TTY Telephone: 212.714.9889 (9TTY) or 360.750.7412  
Facsimile: 212.714.2906  
E-mail: [wwaitesr@lifelinks.net](mailto:wwaitesr@lifelinks.net)

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](mailto:SFSMD31@aol.com)

Ms. Marlene H. Dortch  
July 1, 2009  
Page 3

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  
Wesley Waite, Sr., Healinc Telecom, LLC



Complaint Log 2008 – 2009

<b>Date of Complaint</b>	<b>Nature of Complaint</b>	<b>Date of Resolution</b>	<b>Explanation of Resolution</b>
6/1/2008	Complaint against VI for poor appearance and lack of comprehension	6/4/2008	violation of dress-code confirmed, write up. Instructed VI to transfer when language skills are mismatched
6/4/2008	Complaint against VI failing to voice over hearing party	6/4/2008	discussed with CA and emphasized the need to culturally manage call - including proper procedures for dealing with interruptions
6/6/2008	Lack of Spanish VI during weekend	7/1/2008	scheduling modified to account for Spanish traffic
6/15/2008	Customer complained that she didn't get a free webcam	NA	insufficient information from subscriber; clarified that Healinc no longer makes free web cams available
6/20/2008	Customer complained that interpreter didn't identify him/herself	6/20/2008	reminder email and re-training that require interpreters to brand and identify themselves
6/23/2008	Sorenson VP Phone numbers are not reachable from LL's system	NONE	Sorenson has prevented LL from placing calls to their proxied phone numbers; Healinc has endeavored to resolve with Sorenson with limited success
6/28/2008	lack of interpreters to process calls	6/30/2008	schedule adjusted, and write up of absent VI
8/17/2008	complaint against VI for failing to interpret answering machine	8/18/2008	discussed with VI to ensure total and complete interpreting of call
10/20/2008	insufficient staffing to process calls	10/21/2008	scheduling adjusted to meet traffic requirements
10/30/2008	complaint that interpreter was rude	10/30/2008	discussed with interpreter to ensure that policy was followed. Offered alternatives for dealing with problematic customers
11/4/2008	complaint that interpreter's image was bad/fuzzy	11/4/2008	referred to tech support - modified router and camera settings
11/18/2008	complaints that video quality is substandard	11/18 - 11/26/08	updated agent software version



Complaint Log 2008 – 2009

<b>Date of Complaint</b>	<b>Nature of Complaint</b>	<b>Date of Resolution</b>	<b>Explanation of Resolution</b>
11/26/2008	Caller complained of delayed answer time caller received calls with black-screen. No interpreter present	11/27/2008	scheduling adjusted and traffic volume noted for future scheduling purposes
11/29/2008	calls dropped during transfers	11/29/2008	confirmed that calls were not coming from LifeLinks VI re-configured server settings for all agents to minimize interruptions
12/15/2008	calls dropped during transfers	12/19/2008	lacking identifying information, made blanket announcement about transferring when a caller to another interpreter to ensure a linguistic fit
1/4/2009	interpreter was not comprehending caller	1/4/2009	interpreter resolved issue with ISP - problem caused by insufficient transmission speed
1/21/2009	interpreter's picture quality was poor	1/22/2009	continued hiring and adjusted scheduling discussed with interpreter, who has no other complaints outstanding
2/5/2009	Caller complained of delayed answer time	2/5/2009	continued hiring and adjusted scheduling
2/6/2009	interpreter was not comprehending caller	2/6/2009	discussed with interpreter, who has no other complaints outstanding
2/6/2009	Caller complained of delayed answer time	2/6/2009	continued hiring and adjusted scheduling
2/6/2009	Caller complained of delayed answer time	2/6/2009	continued hiring and adjusted scheduling
2/7/2009	Caller complained of delayed answer time	2/7/2009	continued hiring and adjusted scheduling
2/10/2009	Caller complained of delayed answer time	2/10/2009	continued hiring and adjusted scheduling
2/13/2009	complaint because interpreter terminated call	2/13/2009	discussed with interpreter, call was terminated because it was VRI
2/13/2009	complaint because call disconnected during call	2/13/2009	interpreter suffered computer crash during session. Uninstalled and reinstalled application - cleared up issue discussed with interpreter and issued a written warning to follow dress code
2/17/2009	interpreter's clothing was inappropriate	2/17/2009	discussed with interpreter and issued a written warning to follow dress code



Complaint Log 2008 – 2009

<b>Date of Complaint</b>	<b>Nature of Complaint</b>	<b>Date of Resolution</b>	<b>Explanation of Resolution</b>
2/17/2009	Caller complained of delayed answer time 10-digit complaint - didn't understand process	2/17/2009	apologized to caller, took steps to increase staffing outreach team contacted customer and walked customer through the 10-digit registration process correctly.
3/2/2009			
3/2/2009	Caller complained of delayed answer time call was interrupted by agent and disconnected	3/2/2009	continued hiring and adjusted scheduling discussed with VI, call was terminated because it was international to international
3/4/2009			
3/16/2009	interpreter's picture quality was poor	3/16/2009	checked agent's video drivers and updated versions
4/19/2009	Caller complained of delayed answer time	4/19/2009	continued hiring and adjusted scheduling
4/21/2009	interpreter was unwilling to hold on an empty conference bridge for more than 1 hour	4/21/2009	interpreter was commended for following policy. illegitimate complaint. Consumer knows nothing of LifeLinks' personnel
4/21/2009	consumer complained of lack of diversity within LifeLinks	4/21/2009	
4/21/2009	consumer complained that interpreter disconnected when he left the screen	4/21/2009	discussed with VI, caller left screen for more than 5 minutes without making call unable to verify complaint. LifeLinks employs numerous minorities.
5/5/2009	consumer complained of lack of diversity within LifeLinks	5/5/2009	