



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 Delivery

February 10, 2011

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

RE: Notice of Ex Parte: In the Matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123

Dear Ms. Dortch:

On February 10, 2011, Dr. Stanley Schoenbach, CEO, Ms. Lauren Stewart, CTO, and Mr. Lamar Stewart, Senior Vice President, of Healinc Telecom, LLC (“Healinc”), and Andrew Isar of Miller Isar, Inc., met with Mr. Gregory Hlibok, Chief Disability Rights Office, Ms. Janet Sievert, Enforcement Bureau, and Ms. Sharon Diskin, Office of General Counsel.

Healinc presented improvements in its quality assurance process through the Company’s quality assurance program. The program specifically includes procedures for addressing customer inquiries and issues; communications assistant oversight, training, and support including oversight and support for remote location communications assistants; and subcontractor quality control and oversight procedures. Healinc further discussed procedures adopted to ensure “white label” partners clearly understand, and comply with, federal regulations subject to immediate termination, and the Company’s process for verifying call legitimacy. Additionally, Healinc addressed new service enhancements planned for 2011 and beyond.

Healinc also expressed its continuing support for market competition as a means for providing better service to the Deaf Community. The Company concluded by addressing its upcoming application for Telecommunications Relay Service Fund eligibility recertification and strong desire to continue serving the Deaf Community in the future through a seamless recertification process.

Respectfully Submitted,

MILLER ISAR, INC.

Andrew O. Isar

Regulatory Consultants to
Healinc Telecom, LLC

cc: Gregory Hlibok (via electronic delivery)
Janet Sievert (via electronic delivery)
Sharon Diskin (via electronic delivery)