

ANDREW O. ISAR



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Via ECFS and Overnight Delivery

December 13, 2011

Ms. Marlene H. Dortch
Secretary
Federal Communications Commission
9300 East Hampton Drive
Capitol Heights, MD 20743-3813

ATTN: Consumer and Governmental Affairs Bureau

RE: Healinc Telecom, LLC Notice of Involuntary Unforeseen Service Interruption

Dear Ms. Dortch:

Pursuant to Section 64.606(h)(3)¹ of the Commission's rules, as amended, Healinc Telecom, LLC ("Healinc") hereby notifies the Commission's Consumer and Governmental Affairs Bureau of an involuntary, unforeseen service interruption due to circumstances beyond Healinc's control.

On December 11, 2011, Healinc's ACD platform became unresponsive between 21:29:04 Eastern Time and 21:37:04 ET. The situation was caused by a SIP denial-of-service attack from an unknown caller. The high level of calls attempts into the platform caused the processing time for regular calls to deteriorate and may have resulted in some calls failing to connect to a Communications Assistant on the first attempt. Healinc's ACD platform vendor is investigating this DOS attack and is amending the intrusion detection and prevention software rules to preclude such attacks in the future.

¹ 47 C.F.R. §64.606(h)(3).

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Thank you for your attention to this matter. Any questions may be directed to Dr. Stanley Schoenbach at 718.543.4100.

Sincerely,

MILLER ISAR, INC.

A handwritten signature in blue ink, appearing to read "Andrew O. Isar". The signature is fluid and cursive, with a long horizontal stroke extending to the left.

Andrew O. Isar

Regulatory Consultants to
Healinc Telecom, LLC

Cc: Joel Gurin (via email)
Karen Pelz-Strauss (via email)
Greg Hlibok (via email)