

CONFIDENTIAL INFORMATION – SUBJECT TO PROTECTIVE ORDER IN CG DOCKET NOS.  
03-123 AND 10-51 BEFORE THE FEDERAL COMMUNICATIONS COMMISSION

Via ECFS and Overnight Delivery

April 2, 2012

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

RE: In the Matter of Structure and Practices of the Video Relay Service Program, CG Docket  
No. 10-51

Dear Secretary Dortch:

Pursuant to 47 C.F.R. § 64.604(c)(5)(iii)(N)(2), enclosed for submission to the Commission is Healinc  
Telecom Semi-Annually April 2012 Call Center Report.

**Request for Confidential Treatment. Request for Confidential Treatment.** Pursuant to Section 0.459 of the Commission's rules,<sup>1</sup> and "Exemption 4" of the Freedom of Information Act,<sup>2</sup> Healinc respectfully requests that the above information be deemed confidential and protected, accordingly. This information reveals the location of Company call centers that would be useful to competitors. Further, these Documents contain highly confidential information not intended for public consumption. Healinc would not otherwise make these Documents publically available under any circumstance. Release of these Documents to the public could cause Healinc irreparable and inestimable harm. Healinc requests that the Documents be withheld from public inspection, accordingly. Should disclosure of the Documents be requested, Healinc requests that it be informed of such request so that it may take appropriate action to safeguard its interests.

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<sup>1</sup> 47. C.F.R §0.459.

<sup>2</sup> 47 C.F.R. §0.457(d). *See National Parks and Conservation Ass '11. v. Morton*, 498 F.2d 765, 770 (D.C. Cir. 1974) ("National Parks"); *Southern Company Request for Waiver of Section 90.629 of the Commission's Rules*, 14 FCC Rcd. 1851,1860 (1998).

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In accordance with the Commission's March 14, 2012 *Protective Order* in the above-referenced proceeding, DA 12-402, an original and one (1) copy of this letter and attachment and two (2) redacted copies of this notice are enclosed. Two confidential copies of this letter have been sent via U.S. Mail to Mr. Gregory Hlibok, Consumer and Governmental Affairs Bureau, Federal Communications Commission, 445 12th Street, S.W., Room 3-B431, Washington, D.C. 20554.

Question may be directed to the undersigned.

Sincerely,

HEALINC TELECOM, LLC



Lauren J. Stewart  
Chief Technology Officer

Enclosures

