



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 System

April 2, 2012

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

RE: *Structure and Practices of the Video Relay Service Program, CG Docket No. 10-51; Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123; Notice of Ex Parte*

Dear Ms. Dortch:

On March 28, 2012, Mr. Lamar Stewart, Healinc Telecom, LLC (“Healinc”) Senior Vice President and Chief Operations Officer, met with Mr. Gregory Hlibok, Chief Disability Rights Office via conference call to discuss issues regarding Commission expectations regarding perpetual staffing of call centers and to submit information regarding an investigation into Telecommunications Relay Service Fund program (“Program”) waste, fraud, and abuse.

Regarding call center operation, Mr. Stewart noted that there remained some question as to whether the Commission expected all call centers to operate on a perpetual basis or whether some call centers could supplement primary, perpetually operated call centers, as Healinc is considering call center consolidation.

Mr. Stewart next provided information regarding ongoing investigations into Program waste, fraud, and abuse. Healinc addressed its understanding of how information had been disseminated by the Commission during the Commission’s rulemaking in 2011, and how Healinc believed the information had been understood by some prospective providers.

Respectfully Submitted,

MILLER ISAR, INC.

A handwritten signature in blue ink, appearing to read "Andrew O. Isar", is written over a light blue horizontal line.

Andrew O. Isar

Regulatory Consultants to
Healinc Telecom, LLC

cc: Greg Hlibok (Via Electronic Delivery)