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April 5, 2012

**VIA ECFS**

Marlene H. Dortch, Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street SW  
Washington, DC 20554

ATTN: Consumer and Governmental Affairs Bureau

*RE: Hancock, Jahn, Lee & Puckett, LLC d/b/a Communication Axxess Ability Group  
("CAAG") Notice of Involuntary, Unforeseen Service Interruption*

Dear Ms. Dortch:

Pursuant to Section 64.606(h)(3)<sup>1</sup> of the Commission's rules, as amended, Hancock, Jahn, Lee & Puckett, LLC d/b/a Communication Axxess Ability Group ("CAAG") hereby notifies the Commission's Consumer and Governmental Affairs Bureau of an involuntary, unforeseen service interruption due to circumstances beyond CAAG's control.

An inability to complete outbound audio calls, which began at approximately 9:20 a.m. CST on April 4, 2012, was first thought to be Public Switched Telephone Network ("PSTN")-related. The PSTN gateway was restarted and CAAG's PSTN provider was notified. When repeated restarts did not provide a sustained fix, a modification was made to the Cisco firewall. The system was back in normal production at approximately 11:47 a.m. CST on April 4, 2012. CAAG continues to work with its platform and PSTN providers to be sure that the root cause of the interruption is fully understood and has been adequately addressed.

Notification of the service interruption has been provided on CAAG's website .

Any questions may be directed to Mr. Everett Puckett at (713) 807-1176.

Sincerely,

Kathleen M. LaValle

cc: Gregory Hlibok (via e-mail)

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<sup>1</sup> 47 C.F.R. § 64.606(h)(3).