



**Toni R. Acton**  
Director

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April 20, 2012

Via Electronic Submission

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

RE: Notice of Involuntary, Unforeseen Service Interruption  
CG Docket No. 10-51

Dear Ms. Dortch:

Pursuant to Federal Communications Commission rule 64.606(h)(3), 47 C.F.R. §64.606(h)(3), AT&T notifies the Consumer and Governmental Affairs Bureau of an involuntary, unforeseen service interruption associated with its IP Captioned Telephone Service ("IP CTS").

AT&T contracts with CapTel, Inc. for the provision of IP CTS. At approximately 8:00 a.m. on February 17, 2012, CapTel identified an error that could have prevented WebCapTel voice-in calls from connecting to a Captioning Assistant starting at about 4:40 p.m. on February 14, 2012. CapTel advised that it resolved the problem by 9:45 a.m. on February 17, 2012. AT&T estimates that this service interruption may have impacted approximately 7-8 calls.

Notice of this service interruption and of the resumption of service has been added to AT&T's IP CTS website this week.

If you have any questions, please contact the undersigned at 202-457-3039.

Sincerely,

/s/ Toni R. Acton

Toni R. Acton  
Director

cc: Greg Hlibok