

Ms. Marlene H. Dortch  
July 1, 2012  
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Via Electronic Comment Filing Submission (ECFS)

**PUBLIC INSPECTION COPY**

July 1, 2012

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

RE: Healinc Telecom, LLC Annual Consumer Complaint Log Submission,  
Docket No. 03-123

Dear Secretary Dortch:

Pursuant to the Federal Communications Commission's ("Commission") 47 C.F.R. §64.604(c)(1)(i) and (ii), Healinc Telecom, LLC's ("Healinc"), hereby submits the attached consumer Complaint Log submissions for the periods June 1, 2011 through May 31, 2012. Section 64.604(c)(1)(i) requires relay service providers, including providers of Video Relay Services who have been granted provisional certification as Federal Telecommunications Relay Service Fund eligible providers such as Healinc, *inter alia* to maintain a complaint log which at a minimum contains, "the date the complaint was filed, the nature of the complaint, the date of resolution, and an explanation of the resolution." Further, the Commission has requested that reporting providers include "at a minimum, the total number of interstate relay calls by type of TRS" for the review period.

Pursuant to 47 C.F.R. § 64.604(c)(2), Healinc's contact person for VRS consumer information and complaints about intrastate service is now:

Lamar Stewart  
Healinc Telecom, LLC  
3333 Henry Hudson Parkway, Suite 1A  
Riverdale, N.Y. 10463  
Telephone: 212.714.2965  
Facsimile: 212.714.2906  
Email: Lamar.Stewart@HealincTelecom.com

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The Commission contact remains:

Dr. Stanley Schoenbach  
Healinc Telecom, LLC  
3333 Henry Hudson Parkway, Suite 1A  
Riverdale, N.Y. 10463  
Telephone: 718.543.4100  
Facsimile: 718.601.5400  
E-mail: Stan.Schoen@HealincTelecom.com

**Request for Confidential Treatment.** Healinc reiterates its request for confidentiality. Pursuant to Section 0.459 of the Commission's rules,<sup>2</sup> data contained in the attachments should be deemed confidential and protected accordingly. In support of its request, Healinc states as follows. The data submitted in these documents contain sensitive proprietary information including, but not limited to, usage data. These data reveal company operations and scope that would be useful to competitors. Healinc would not otherwise make these data publically available. Release of these data to the public could cause Healinc inestimable and irreparable harm.

Thank you for your attention to this matter. Questions may be directed to Mr. Stewart or Dr. Schoenbach.

Sincerely,



Lauren J. Stewart  
Chief Technology Officer  
Healinc Telecom, LLC

Attachment

cc: Gregory Hlibok, Disability Rights Office, FCC ( Confidential Version via electronic delivery)

<sup>2</sup> 47. C.F.R §0.459.

Federal Communication Commissions  
Summary Log  
For  
Video Relay Service  
Healinc Telecom, LLC



Period from June 1, 2011 to May 31, 2012

Video Relay Service  
Number of Complaints

Number of Complaint received from June 1, 2011 to May 31, 2012

06/2011	07/2011	08/2011	09/2011	10/2011	11/2011
2	4	4	2	4	8

12/2011	01/2012	02/2012	03/2012	04/2012	05/2012
4	2	3	1	2	4

The total number of (“VRS”) Video Relay Service complaints for period from June 1, 2011 to May 31, 2012 is 40.



Report #	The Date of the Complaint	The Nature of the Complaint	The Date of Resolutions	Explanation of the Resolution
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[Redacted]