MINTZ LEVIN

Russell H. Fox | 202 434 7483 | rfox@mintz.com

701 Pennsylvania Avenue, N.W.
Washington, D.C. 20004
202-434-7300
202-434-7400 fax
www.mintz.com

July 2, 2012

BY ELECTRONIC COMMENT FILING SYSTEM

Marlene Dortch
Secretary
Federal Communications Commission
445 12th Street SW
Washington, DC 20554

Re: American Network Annual Consumer Complaint Log Summary
CG Docket No. 03-123

Dear Ms. Dortch:

As required by the rules of the Federal Communications Commission, 47 C.F.R. § 64.604(c)(1), attached is the annual consumer complaint log summary for American Network for the twelve-month period ending May 31, 2012. Although American Network suspended its TRS service in March 2012, it continues to be authorized to provide the services and did provide TRS services during the reporting period.

The information requested by the Public Notice (DA 12-955) on the total number of interstate relay calls by type of TRS (*i.e.*, traditional TRS, speech-to-speech (STS), captioned telephone service (CTS), Internet protocol (IP) CTS, IP Relay, video relay service (VRS)), is being filed separately with a request that it be withheld from public disclosure as provided in 47 C.F.R. § 0.459.

Please contact the undersigned with any questions or for additional information.

Respectfully submitted,

/s/ Russell H. Fox

Russell H. Fox

Attachment

cc: Kent Charugundla

American Network, Inc.

2011 TRS Complaint Log
June 1, 2010 - May 31, 2011

Number of Complaints by Month

June 2011	July 2011	August 2011	September 2011	October 2011	November 2011	December 2011	January 2012	February 2012	March 2012	April 2012	May 2012
0	9	12	10	11	10	11	7	20	32	0	0

American Network Complaint Log
June 1, 2011 through May 31, 2012

Date	Service	Complaint	Resolution	Date Solved
7/8/11	IP CTS	Requested service URL for Cisco 7940 series phone.	Sent email with step by step instructions to retrieve service URL	7/8/11
7/8/11	IP CTS	Unable to receive calls	Troubleshot a technical investigation of possible causes, problem solved	7/13/11
7/8/11	IP CTS	Requested information about the technical limitations of service over course of 5 days	Answered emails in a timely manner with the information requested	7/13/11
7/9/11	IP CTS	Requested information about service and availability in Delaware	Sent email with information about Cisco phones and availability	7/13/11
7/15/11	IP CTS	Does not understand how to operate service	Email sent with step by step instructions on how to make a call and use captions	7/15/11
7/19/11	IP CTS	Cannot download desktop application	Suggested several possible fixes to the problem, problem solved	7/20/11
7/22/11	IP CTS	Requested instructions to receive URL for a Cisco Call Manager	Emailed instructions on how to retrieve URL to solve the problem.	7/22/11
7/25/11	IP CTS	Cannot enable service on Cisco 7945 phone.	Received client's call to directly troubleshoot the captioning problem	7/25/11
7/25/11	IP CTS	Requested information regarding phone caption service	Emailed information about the service and how to sign up.	7/26/11
8/1/11	IP CTS	Requested confidential information about a client	Information was not disclosed, informed about our confidentiality and privacy agreements	8/1/11
8/2/11	IP CTS	Application for service denied	Sent instructions to re-register as registration being rejected due to bad information	8/2/11
8/3/11	IP CTS	Requested specific technical compatibility information for a specific Cisco phone.	Forwarded email to the head of technical support to answer in-depth inquiries	8/4/11
08/05/11	VRS	Requested User Info	No Reply	
08/10/11	VRS	No Reply from support	No Reply	
8/11/11	IP CTS	Requested service URL for voip provider	Sent instructions on how to retrieve service URL	8/11/11

American Network Complaint Log
June 1, 2011 through May 31, 2012

Date	Service	Complaint	Resolution	Date Solved
8/14/11	IP CTS	Requested a troubleshoot to ensure the service was working properly	Sent specific instructions on how to make out going calls, take incoming calls, and see captions	8/15/11
8/18/11	IP CTS	Requested a transcript of LiveChat conversation	Emailed full transcript of LiveChat conversation	8/18/11
8/21/11	IP CTS	Requesting information for compatibility on Android cellphone	Sent detailed information about the compatibility with smart phones.	8/22/11
8/24/11	IP CTS	Lost login information	Reset password and worked with client to remember email attached to account	8/24/11
8/28/11	IP CTS	Requested information on VCO and IPCTS services	Sent relevant information about VCO services and IP CTS services.	8/29/11
8/29/11	IP CTS	Requested information about IP CTS services	Sent detailed information about how the service works and how to sign up	8/30/11
9/6/11	IP CTS	Requested information about IP CTS services and its limitations	Sent relevant information to answer all questions adequately	9/6/11
9/8/11	IP CTS	Requested specific and detailed information about the processes and protocols of service	Answered as many questions as possible within limits.	9/9/11
9/13/11	VRS	User did not receive account number	Account was created	10/25/11
9/13/2011	VRS	Did not get Number	None	
9/15/11	VRS	User did not receive account number	Account was created	10/25/11
9/15/2011	VRS	Did not get Number	No Reply	
9/24/11	IP CTS	Requested login information for a friend	Sent email stating that the friend must contact us in order to divulge user information	9/26/11
9/26/2011	VRS	No Number and No Support	No Reply	
9/27/11	IP CTS	User did not received activation email	Another activation email was sent out	9/29/11
9/30/11	IP CTS	Blackberry app was not available for download	Issue was addressed and user was able to download	9/30/11
10/2/11	IP CTS	User had difficulties with sign up	User was advised on alternative methods to sign up	10/4/11
10/6/2011	VRS	Requested User Info	No Reply	

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Date	Service	Complaint	Resolution	Date Solved
10/7/11	IP CTS	User requested information on if an alternative email can be set up to spy on captions	Advised user to change login information if someone may be eavesdropping on conversations	10/12/11
10/9/11	IP CTS	Cannot get service to work	Figured problem and requested that the client re-register to use the phone they wish to call from	10/10/11
10/18/11	IP CTS	Requested information about cellphone compatibility	Sent relevant information for cellphone use	10/20/11
10/19/11	IP CTS	Requested compatibility with Tobisha DADM2020 phone	Sent information which states compatibility with Cisco phones	10/20/11
10/23/11	IP CTS	User experienced difficulty placing calls	User was informed of alternate method of placing calls	10/24/11
10/23/11	IP CTS	Requested information about compatibility with HTC Incredible Android phone	Sent information about incompatibility with Verizon Network	10/24/11
10/25/11	IP CTS	User experienced slow response rate with captioning on their mobile device	User was informed that their network did not adequately simultaneous chat and internet	10/25/11
10/27/11	IP CTS	User complained about difficult placing calls	User was informed of alternate method of placing calls	10/27/11
10/30/11	VRS	User did not receive account number	Account was created	11/2/11
11/1/11	IP CTS	User complained of lag between conversation and captions	User was advised on ways to increase performance	11/1/11
11/1/11	IP CTS	User did not receive activation email	Account was activated manually	11/2/11
11/11/2011	VRS	Doesn't Understand Process	No Reply	
11/14/11	IP CTS	User complained of bad transcription quality	Additional training suggested to relevant transcribers	11/17/11
11/17/11	IP CTS	Requested service URL	Sent instructions on how retreive URL	11/17/11
11/17/11	IP CTS	Requested information on compatibility with Captel phone	Sent relevant information about compatibility with Cisco phones	11/17/11
11/20/11	IP CTS	User complained about inability to make calls	Problem resolved on its own	11/20/11
11/20/11	IP CTS	User did not receive activation email	Another activation email was sent	11/22/11

American Network Complaint Log
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Date	Service	Complaint	Resolution	Date Solved
11/21/2011	VRS	Requested information and support	No Reply	
11/22/11	IP CTS	User complained of bad transcription quality	Relevant transcribers were assigned additional training	11/23/11
12/12/11	IP CTS	User did not receive activation email	Another activation email was sent out	12/12/11
12/14/11	IP CTS	Requested information about compatibility with Apple iPhone	Sent information about in-development Iphone application	12/14/11
12/14/11	IP CTS	Requested termination of account	Request was successfully executed	12/14/11
12/14/2011	VRS	Can't make international calls	Clarified domestic calls only	1/5/2012
12/16/11	IP CTS	Requested information for network and VoIP system to run service	Information about service URL and firewalls was sent out	12/19/11
12/20/11	IP CTS	User was unable to sign up	User was informed that they already had an account	12/20/11
12/20/11	IP CTS	Requested information about the ability to conference call	Stated that the service does not support conference calling	12/20/11
12/20/11	IP CTS	User complained of bad transcription quality	User was assured that the situation was being monitored and appropriate steps would be taken	12/21/11
12/21/11	IP CTS	User was unable to receive captions on Cisco phone	Problem was discovered to be on user end and was self-resolved	12/22/11
12/21/11	IP CTS	Requested information to contact directly	Information was provided	12/22/11
12/29/11	IP CTS	User did not receive activation email	Another activation email was sent out	12/29/11
1/5/2012	VRS	Requested User Info	Sent Info	3/5/2012
1/13/12	IP CTS	Customer complained about not being able to connect to foreign countries	Nothing. User abused system for free international calling and was flagged.	1/13/12
1/16/12	IP CTS	Customer was not able to activate account	Activation email was re-sent and customer activated account	1/16/12
1/20/2012	VRS	Requested information and support	No Reply	
1/21/12	IP CTS	User cannot see captions	Sent information about proper use on cellphones and	1/23/12

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Date	Service	Complaint	Resolution	Date Solved
1/21/2012	VRS	Did not get Number	No Reply	
1/27/2012	VRS	Did not get Number	Sent activation link	3/1/2012
2/6/12	IP CTS	User requested information for regarding compatibility with Cisco Call Manager	Forwarded email to technical department, needed information was provided	2/7/12
2/7/12	IP CTS	User needed assistance setting up IP Phone to run service	Detailed instructions were sent to ensure easy set-up of IP Phone	2/7/12
2/8/12	IP CTS	Requested information about number of lines available per account	Necessary information was sent to the client	2/9/12
2/11/12	IP CTS	Requested support information for Cisco IP 7985G phone	Necessary information was sent to the client	2/13/12
2/13/12	IP CTS	Customer could not connect phone calls through phone caption service	Nothing. Customer had to change cell phone settings in order for the service to work	2/13/12
2/15/12	IP CTS	Customer unable to make phone calls	Customer did not receive activation email. Another email was sent.	2/15/12
2/16/12	IP CTS	Requested information about special settings on cell phone	Clarified how the service would work with current cell phone settings	2/17/12
2/18/12	IP CTS	Pantech Burst was not working with service	Email was sent to gather more information about the device, but correspondence stopped	2/20/12
2/21/12	IP CTS	Customer cannot make phone calls to Mexico	Customer needs to check compatibility with Mexican telephone company	2/21/12
2/22/12	IP CTS	Requested information about phone number information	Necessary information was sent to clarify the use of phone numbers	2/23/12
2/23/12	IP CTS	Requested specific information regarding compatibility with multiple line call system	Necessary information was sent to clarify compatibility with a multi-line system	2/23/12
2/23/2012	VRS	Requested information and support	Sent information	2/23/2012
2/25/2012	VRS	Requested information and support	Called on VP	3/2/2012
2/25/2012	VRS	Cannot find confirmation email	Sent activation link	3/6/2012
2/26/12	IP CTS	Customer did not receive activation email.	Another activation email was sent	2/27/12

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Date	Service	Complaint	Resolution	Date Solved
2/28/2012	VRS	Did not get Number	Suggested trying again	2/28/2012
2/29/12	IP CTS	Requested general information about the service	Provided necessary information about the service and what areas it fulfills	3/1/12
2/29/12	IP CTS	Did not receive an activation email	Another activation email was sent	3/1/12
2/29/2012	VRS	Mac Download button fails	Suggested trying again	2/29/2012
2/29/2012	VRS	Cannot complete registration process	Sent activation link	2/29/2012
3/1/2012	VRS	LiveChat failed	Apology	3/1/2012
3/1/2012	VRS	Did not get Number	Suggested trying again	3/1/2012
3/2/12	IP CTS	Phone caption service stopped working without the login to the website	Technical staff looked into the problem and diagnosed it properly	3/5/12
3/12/12	IP CTS	Requesting information for compatibility on Blackberry or Cisco phones	Necessary information was sent to the users to clarify what is needed for the service	3/13/12
3/14/12	IP CTS	User forgot login information	Reset login information so the user could login successfully	3/14/12
3/15/12	IP CTS	User information not working properly	Clarified the steps for a user to update user information.	3/15/12
3/15/12	IP CTS	Information regarding termination of service requested	Termination was clarified and referrals to other service providers stated	3/15/12
3/15/12	IP CTS	Requested information about if Captel or CaptionCall would be affected by our termination	Clarified that these companies are independent of phone caption	3/15/12
3/15/12	IP CTS	Requested information about other service providers	Necessary information was given to the client	3/15/12
3/15/12	IP CTS	Requested information about other service providers	Necessary information was given to the client	3/15/12
3/15/12	IP CTS	Requested clarification on the termination of service	Provided information about the termination and possible alternative service providers	3/15/12
3/15/12	IP CTS	Requested simple to understand clarification of termination	Provided clarification and referred client to alternative service providers	3/15/12

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Date	Service	Complaint	Resolution	Date Solved
3/15/12	IP CTS	Requested information about possible alternative service providers	Suggested several other service providers that support service in the client's area	3/16/12
3/15/12	IP CTS	Requested information about the termination of service	Clarified that only phone caption will be affected. Suggested other service providers.	3/16/12
3/15/2012	VRS	Requested User Info	Sent User Info	3/15/2012
3/16/12	IP CTS	Requested information if captioncall will terminate service	Clarified that termination will only affect phone caption	3/16/12
3/16/12	IP CTS	Asked if the VCO clearcaptions will be disrupted due to phonecaption termination	Clarified that no disruption of clearcaption service will result from phonecaption's termination	3/16/12
3/17/12	IP CTS	Requested information about the termination of service	Clarified that caption call and captel are not affected by phonecaption's termination	3/19/12
3/18/12	IP CTS	Requested information about the termination of service	Referred client to several other service providers to ensure the client's needs are still met	3/19/12
3/19/12	IP CTS	Requested information on other service providers	Necessary information about other service providers was sent	3/20/12
3/19/12	IP CTS	Requested a list of options for alternative service providers	Listed a few other service providers to guide client	3/20/12
3/19/12	IP CTS	Requested help on whether to use Hamilton or Captel	Sent information about the FCC encyclopedia of TRS providers to client	3/20/12
3/19/2012	VRS	Requested User Info	Sent User Info	3/16/2012
03/19/12	VRS	Requested User Info	Sent User Info	03/16/12
3/22/12	IP CTS	Requested assistance to find a new service provider	Sent information about possible choices for a new service provider	3/22/12
03/22/12	VRS	Requested information and support	Called on VP	03/22/12
3/23/12	IP CTS	Follow up from past complaint regarding service	Sent notice about service termination and information about other service providers	3/23/12
03/24/12	VRS	Requested information and support	Called on VP and sent activation link	03/24/12
3/26/12	IP CTS	Requested assistance to find a new service provider	Sent information about possible choices for a new service provider	3/26/12

American Network Complaint Log
June 1, 2011 through May 31, 2012

Date	**Service**	**Complaint**	**Resolution**	**Date Solved**
03/27/12	VRS	Requested for report to his situation to FCC	Called on VP	03/27/12
3/28/12	IP CTS	Requested assistance to find a new service provider	Sent information about possible choices for a new service provider	3/28/12
3/28/12	IP CTS	Requested information about service and availability	Sent information about termination and possible choices for other service providers	3/28/12

REDACTED –FOR PUBLIC INSPECTION

American Network Call Volume Data
June 1, 2011 through May 31, 2012

	IP-CTS	VRS	IP-Relay
June 2011	[Redacted]	[Redacted]	[Redacted]
July 2011	[Redacted]	[Redacted]	[Redacted]
August 2011	[Redacted]	[Redacted]	[Redacted]
September 2011	[Redacted]	[Redacted]	[Redacted]
October 2011	[Redacted]	[Redacted]	[Redacted]
November 2011	[Redacted]	[Redacted]	[Redacted]
December 2011	[Redacted]	[Redacted]	[Redacted]
January 2012	[Redacted]	[Redacted]	[Redacted]
February 2012	[Redacted]	[Redacted]	[Redacted]
March 2012	[Redacted]	[Redacted]	[Redacted]
April 2012	[Redacted]	[Redacted]	[Redacted]
May 2012	[Redacted]	[Redacted]	[Redacted]