

ASL SERVICES HOLDINGS, LLC.

3700 COMMERCE BOULEVARD
KISSIMMEE, FLORIDA 34741

Via Electronic Comment Filing Submission (ECFS)

PUBLIC COPY

June 29, 2012

Ms. Marlene H. Dortch

Secretary

Federal Communications Commission

445 12th Street, S.W.

Washington, D.C. 20554

RE: ASL Services Holdings, 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), ASL Services Holdings, LLC ("ASL"), 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 certification as federal Telecommunications Relay Service Fund eligible providers such as ASL, *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.

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ASL was granted provisional certification by the Commission in November of 2011 and began operations in December 2011. During the June 1, 2011 through May 31, 2012 reporting period, ASL processed **(CONFIDENTIAL)** calls. The Company experienced **(CONFIDENTIAL)**, a complaint to call ratio of less than **(CONFIDENTIAL)**.

ASL feels that user complaints remain an exceptionally helpful tool in the identification of operational issues. ASL has been able to resolve operational issues immediately in virtually all cases. Each complaint was resolved to the caller's satisfaction, where possible. Otherwise the caller was informed of the Company's practices or efforts to resolve the issue, where a resolution was required.

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

(CONFIDENTIAL)

Request for Confidential Treatment. Request for Confidential Treatment. Pursuant to Section 0.459 of the Commission's rules, and "Exemption 4" of the Freedom of Information Act, ASL respectfully requests that the above information be deemed confidential and protected, accordingly. This information reveals the location of Company call centers that would be useful to competitors. Further, these Documents contain highly confidential information not intended for public consumption. ASL would not otherwise make these Documents publically available under any circumstance. Release of these Documents to the public could cause ASL irreparable and inestimable harm. ASL requests that the Documents be withheld from public inspection, accordingly. Should disclosure of the Documents be requested, ASL requests that it be informed of such request so that it may take appropriate action to safeguard its interests.

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Pursuant to the Commission Disability Rights Office's May 7, 2012 guidance for submission of the following reports required by the TRS rules, a confidential version, and separate public version are being submitted electronically to TRSreports@fcc.gov.

Thank you for your attention to this matter. Questions may be directed to Gabrielle Joseph.

Sincerely,

ASL SERVICES HOLDINGS, LLC

Attachment

cc: Greg Hlibok, Disability Rights Office, FCC (confidential version via electronic delivery)

GraciasVRS 2011-2012 Customer Complaints

(CONFIDENTIAL)