Annual 64.2009(e) CPNI Certification for 2007

Date filed:	February 29, 2008
Name of company covered by this certification:	SkyTel a division of Bell Industries, Inc.
Form 499 Filer ID:	826664
Name of signatory:	Wendy R. Mullins
Title of signatory:	General Counsel

I, Wendy R. Mullins, certify that I am an officer of the SkyTel division and acting as an agent of the company, that I have personal knowledge that the company has established operating procedures that are adequate to ensure compliance with the Commission's CPNI rules. See 47 CFR Section 64.2001 et seq.

- SkyTel takes security of data seriously and has reasonable physical, logical, network, system, application, and data security measures in place to protect CPNI data. SkyTel maintains and follows an information security policy that includes network security, outlines access restrictions, maintains unique IDs for each person with computer access, regular network scans, intrusion detection systems, firewall restrictions, restricting physical access, and regular testing of security systems and processes.

- SkyTel follows standard procedures in servicing customers which include validating passcodes on individual accounts, validating account contact information, requesting signed document to e-mail address on record prior to release of customer specific data, and servicing customers with dedicated account representatives.

- With specific reference to section 64.2005(a), "telecommunications carriers may use, disclose, or permit access to CPNI for the purpose of providing or marketing service offerings among the categories of service to which the customer already subscribes from the same carrier, without customer approval." SkyTel is a provider of a single category of service (CMRS – specifically paging and did not market directly or indirectly any other telecommunications related services in 2007) and therefore is free to use, disclose or permit access to CPNI in order to provide or market CMRS service offerings to its customers without customer's approval. Hence, I respectfully submit that SkyTel has no obligation to have systems in place to track customer approvals or to notify customer of such use.

- The company has not taken any actions (proceeding instituted or petitions filed by a company at either state commissions, the court system, or at the commission) against data brokers in the past year.

- The company has not received any customer complaints in the past year concerning the unauthorized release of CPNI.

- Additionally, attached to this certification as Exhibit A is an accompanying statement explaining how the company's operations address pretexting concerns.

- Accordingly, SkyTel's operations are in full compliance with the CPNI rules with the exception of notifying customers about changes to their online account passwords, which will be remedied in an expedient manner.

Signed: Wendy R Mullins **Dated:** 2-29-08

Exhibit "A"

1) Telephone Initiated Account Access – release of call detail information can be released to person's who call into the carrier's customer service number only under three circumstances:

a. The person provides the carrier with the customer's pre-established password

b. Sending the call detail information to the customer's address of record

c. Calling the customer's telephone number of record and disclosing the call detail information

Full compliance. SkyTel requires the customer to disclose their pre-established password before providing any call detail information. Please note that SkyTel does not offer voice telecommunication services and hence does not have call detail information in the traditional sense. SkyTel does have access to Customer's paging messages and SkyTel takes security and confidentiality of these messages seriously and will not disclose this information without verification of pre-established password and/or a signed document from the customer sent to customer's email or fax number on record.

2) Online Account Access – Carriers who provide online account access must employ password protection for access to the accounts. The carrier cannot rely upon "readily available biographical information" (e.g. social security number, mother's maiden name, etc.) or "account information" (e.g. account number) for access to CPNI. All carriers must appropriately authenticate both new and existing customers but are not required to re-initialize existing passwords as long as online access is not based upon readily available biographical information or account information.

Full compliance.

3) Retail Location Account Access – CPNI can be provided if the customer presents a valid photo ID and the valid photo ID matches the name on the account.

Not applicable as there are no SkyTel retail locations.

4) Notification of Account Changes – Carriers must notify customers immediately of certain account changes including whenever a password, customer response to a carrier-designed backup means of authenticating, online account or address of record is created or changed. This notification may be done by a carrier originated voicemail or text message to the telephone of record or by mail to the address of record.

Not in compliance. SkyTel's online account management tool ("OLAM") allows customers to access their account in accordance with item 1 above, but the tool does not currently notify customers after the fact of any changes, either via email or voice mail. This deficiency is being addressed and efforts are underway to modify the OLAM tool to incorporate a notification to the user of changes processed through the tool.

5) Business Customer Exception – The rules do not apply if the carrier's contract with a business customer is serviced by a dedicated account representative as the primary contact and the contract specifically addresses the carrier's protection of CPNI.

Not applicable because some but not all of SkyTel's customers are business accounts with dedicated account representation.