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February 17, 2010

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street SW, Suite TW-A325  
Washington, DC 20554

Enclosed you will find an original plus four copies of our Annual 47 C.F.R. §64.2009(e) CPNI fillings.

This is for **EB Docket No. 06-36**.

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Annual 47 C.F.R. §64.2009(e) CPNI Certification

EB Docket 06-36

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Annual 64.2009(e) CPNI Certification for 2010

February 17, 2010

Whisler's, Inc.  
dba Whisler Communications  
Form 499 Filer ID: 825790  
L. R. Whisler, President

**CERTIFICATION**

I, L. R. Whisler, certify that I am an officer of the company named above, 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 C.F.R. §64.2001 et seq.*

Attached to this certification is an accompanying statement explaining how the company's procedures ensure that the company is in compliance with the requirements set forth in section 64.2001 *et seq.* of the Commission's rules.

The company has not taken any actions against any data brokers in the past year. The company has not received any customer complaints in the past year concerning the unauthorized release of CPNI.

L. R. Whisler



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**WHISLER'S, INC.**  
**dba WHISLER COMMUNICATIONS**  
**2875 R. W. JOHNSON BLVD SW**  
**OLYMPIA, WA 98512-6114**

February 17, 2010

Whisler's, Inc.  
dba Whisler Communications  
FCC Registration Number: 0003-8004-14  
Form 499 Filer ID: 825790  
2875 R. W. Johnson Blvd SW  
Olympia, WA 98512-6114

**REF: EB Docket No. 06-36**

### STATEMENT

Whisler's, Inc., dba Whisler Communications, ("Whisler") has established operating procedures that ensure compliance with the Federal Communications Commissions ("Commission") regulations regarding the protection of customer proprietary network information ("CPNI").

Whisler has implemented a system whereby the status of a customer's CPNI approval can be determined prior to the use of CPNI.

Whisler continually educates and trains its employees regarding the appropriate use of CPNI. Whisler has established disciplinary procedures should an employee violate the CPNI procedures established by Whisler.

Whisler maintains a record of its and its affiliates' sales and marketing campaigns that use its customers' CPNI. Whisler also maintains a record of any and all instances where CPNI was disclosed or provided to third parties, or where third parties were allowed access to CPNI. The record includes a description of each campaign, the specific CPNI that was used in the campaign, and what products and services were offered as a part of the campaign.

Whisler has established a supervisory review process regarding compliance with the CPNI rules with respect to outbound marketing situations and maintains records of carrier compliance for a minimum period of one year. Specifically, Whisler's sales personnel obtain supervisory approval of any proposed outbound marketing request for customer approval regarding its CPNI, and a process ensures that opt-out elections are recorded and followed.

Whisler took the following actions against data brokers in 2009, including proceedings instituted or petitions filed by Carrier at a state commission, in the court system, or at the Federal Communications Commission: None

The following is information Whisler has with respect to the processes pretexters are using to attempt to access CPNI, and (if any) what steps carriers are taking to protect CPNI: ("Whisler has determined that no pretexter has attempted to access CPNI on Whisler's system.")

The following is a summary of all customers complaints received in 2009 regarding the unauthorized release of CPNI:

Number of customer complaints Whisler received in 2009 related to unauthorized access to CPNI, or unauthorized disclosure of CPNI: None

Category of complaint:

0 Number of instances of improper access by employees

0 Number of instances of improper disclosure to individuals not authorized to receive the information

0 Number of instances of improper access to online information by individuals not authorized to view the information

0 Number of other instances of improper access or disclosure

Description of instances of improper access or disclosure: None