February 13, 2012
Via ECFS Filing

Ms. Marlene H. Dortch, Secretary
Office of the Secretary
Federal Communications Commission
9300 East Hampton Drive
Capitol Heights, MD 20743

RE: Single Source Integrated Services, Inc.
CY2011 Annual CPNI Certification Filing
EB Docket No. 06-36

Dear Ms. Dortch:

Attached for filing is the Calendar Year 2011 CPNI Compliance Certification and Statement of CPNI Procedures and Compliance as required by 47 C.F.R. Section 64.2009(e) submitted on behalf of the Single Source Integrated Services, Inc.

Any questions you may have regarding this filing should be directed to my attention at 407-740-3004 or via email to rnorton@tminc.com.

Thank you for your assistance in this matter.

Sincerely,

Robin Norton
Consultant to Single Source Integrated Services, Inc.

cc: Lisa Glombiak - Single Source (via email)
cc: Best Copy and Printing, Inc. - FCC@BCPIWEB.COM
file: Single Source - FCC
tms: FCCx1201

Enclosures
RN/lm

ANNUAL 47 C.F.R. § 64.2009(e) OFFICER'S CERTIFICATION OF CUSTOMER PROPRIETARY NETWORK INFORMATION (CPNI) COMPLIANCE

EB Docket 06-36

Annual 64.2009(e) CPNI Certification for 2012:	Covering calendar year 2011
Name of company(s) covered by this certification:	Single Source Integrated Services, Inc.
Form 499 Filer ID:	820499
Name of signatory:	Lisa Glombiak
Title of signatory:	President

1. I, Lisa Glombiak, 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.*

2. Attached to this certification is an accompanying statement explaining how the company's procedures ensure that the company is in compliance with the requirements (including those mandating the adoption of CPNI procedures, training, recordkeeping, and supervisory review) set forth in §64.2001 *et seq.* of the Commission's rules.

3. The company has not taken actions (*i.e.*, proceedings 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.

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

5. The company represents and warrants that the above certification is consistent with 47 C.F.R. §1.17 which requires truthful and accurate statements to the Commission. The company also acknowledges that false statements and misrepresentations to the Commission are punishable under Title 18 of the U.S. Code and may subject it to enforcement action.

Lisa Glombiak, President
Single Source Integrated Services, Inc.

2-10-2012
Date

Attachment A
Statement of CPNI Procedures and Compliance

Statement of CPNI Procedures and Compliance
For CY2011
Single Source Integrated Services, Inc.

Single Source Integrated Services, Inc. is a small CLEC providing local and long distance services to business customers in five states.

We do not use or permit access to CPNI to market any telecommunications or non-telecommunications services and we have trained our personnel not to use CPNI for marketing purposes. Should we elect to use CPNI in future marketing efforts, we will follow the applicable rules set forth in 47 CFR Subpart U, including, if necessary, the institution of operational procedures to ensure that notification is provided and customer approval is obtained before CPNI is used or disclosed.

As explained below, we have put into place processes to safeguard our customers' CPNI and call detail information from improper use or disclosure by employees; and to discover and protect against attempts by third parties to gain unauthorized access to customer CPNI.

We do not disclose CPNI over the telephone. If we elect to do so in the future, we will follow the applicable rules set forth in 47 CFR Subpart U, including the implementation of authentication procedures that do not require the use of readily available biographical or account information.

We do provide on-line access to customer account information for our business customers. Customers are provided with usernames and passwords to access this information on-line. Only the person who signed the LOA may obtain or change usernames and passwords. If a password is lost, only the person who signed the LOA may request reset of the password. Passwords do not rely on readily available biographical or account information. We notify customers whenever a password or address of record is created or changed without revealing the changed information or sending the notification to the new account contact.

We do not have any retail locations and therefore do not disclose CPNI in-store.

We have procedures in place to notify law enforcement in the event of a breach of customers' CPNI and to ensure that customers are not notified of the breach before the time period set forth in the FCC's rules, or, if applicable, when so authorized by law enforcement.

We have not experienced any breaches of CPNI to date, but will maintain records, either written or electronic, of any and all breaches discovered and notifications made to the USSS and the FBI, and to customers.

We have not taken any actions against data brokers in the last year.

We did not receive any customer complaints about the unauthorized release of CPNI or the unauthorized disclosure of CPNI in calendar year 2011.

We do not have any information with respect to the processes Pretexters are using to attempt to access CPNI, but we routinely take steps to protect CPNI from pretexters as described above.