February 16, 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: Global Pacific Voice, LLC
EB Docket No. 06-36; 2011

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 Global Pacific Voice, LLC.

Any questions you may have regarding this filing should be directed to my attention at 407-740-3031 or via email to sthomas@tminc.com. Thank you for your assistance in this matter.

Sincerely,

/s/Sharon Thomas
Sharon Thomas
Consultant to Global Pacific Voice, LLC

cc: Best Copy and Printing, Inc. - FCC@BCPIWEB.COM
file: Rosa Torraca - FCC - Other
tms: FCx1201

Enclosures
ST/im

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	Covering calendar year 2011
Name of company(s) covered by this certification:	**Global Pacific Voice, LLC**
Form 499 Filer ID:	827992
Name of signatory:	Dimitris Pantzartzis
Title of signatory:	President

1. I, Dimitris Pantzartzis, 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) 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.

Dimitris Pantzartzis, President

2/15/2012
Date

Attachments: Accompanying Statement explaining CPNI procedures

Global Pacific Voice, LLC
Statement of CPNI Procedures and Compliance

Global Pacific Voice, LLC ("Global Pacific" or "the Company") does not use or permit access to CPNI to market any telecommunications or non-telecommunications services and trains its personnel that they are not to use CPNI for marketing purposes. Should Global Pacific elect to use CPNI in future marketing efforts, it 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.

Global Pacific does not disclose CPNI to any agents, affiliates, joint venture partners or independent contractors, nor does it use CPNI to identify or track customers who call competing providers. Global Pacific does not provide CPNI to third parties, unless the request is made pursuant to a valid subpoena, court order, or other legally authorized request.

As set forth below, Global Pacific has processes and procedures in place to safeguard its customers' CPNI, including 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. The Company trains its employees regarding its procedures for protecting CPNI on an ongoing basis and monitors the interactions of its employees with customers to ensure that procedures are being followed. The company has a progressive disciplinary process, which includes possible termination, in the event that an employee does not follow company procedures regarding CPNI.

The Company does not disclose CPNI over the telephone in response to a customer-initiated telephone inquiry, unless the customer can provide the call detail information that is the subject of the inquiry without the assistance of a customer service representative. The customer service representative is trained to ONLY discuss over the phone the call detail information that the customer is able to provide. If the call detail cannot be provided by the customer, the Company will either call the customer back at the telephone number of record to provide the requested information or send the information to the customer's address of record. If Global Pacific elects in the future to provide telephone access to CPNI in response to a customer-initiated inquiry under any other circumstance, it will establish authentication and password procedures that comply with 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 information or account information.

For online account access, Global Pacific has established authentication and password procedures that are in compliance with the applicable rules set forth in 47 CFR Subpart U.

Company has instituted procedures to notify customers immediately whenever a password, customer response to a back-up means of authentication for lost or forgotten

passwords, online account or address of record is created or changed without revealing the changed information or sending the notification to the new account information. Specifically, the Company notifies the customer via mail to the customer's address of record (not the new address).

Global Pacific does not have any retail locations and therefore does not disclose CPNI in-store.

In some instances involving large business subscribers with a dedicated account representative, the Company has contracts that address authentication procedures for disclosing CPNI that may differ from those described above.

The Company has procedures in place to notify law enforcement in the event of a breach of customers' CPNI and to ensure that the affected 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. Specifically, as soon as practicable, and in no case later than seven business days upon learning of a breach, the company will notify the U.S. Secret Service and the FBI by electronic means, as required by FCC regulations. The company will not notify customers or disclose a breach to the public until seven full business days have passed after notification to the U.S. Secret Service and the FBI, unless it believes there is an extraordinarily urgent need to notify customers before seven days in order to avoid immediate and irreparable harm. In that instance, it will only notify such customers *after* consultation with the relevant investigating agency and will cooperate with the agency's request to minimize any adverse effects of the customer notification.. If the Company receives no response from law enforcement after the seventh full business day, it will promptly proceed to inform the customers whose CPNI was disclosed of the breach. The company will delay notification to customers or the public if requested to do so by the U.S. Secret Service or FBI. Notifications to law enforcement and customers are handled by a designated supervisor level employee responsible for managing the company's CPNI compliance.

The Company has not had any breaches of its customers' CPNI during the past year, but does have processes in place to ensure that it maintains electronic records of any breaches that are discovered and of notifications made to the USSS and the FBI, as well as to customers, for a period of at least two years. Information regarding any breaches and notifications will be maintained by a designated supervisor level employee responsible for managing the company's CPNI compliance.

Global Pacific has not taken any actions against data brokers in the last year and did not receive any customer complaints about the unauthorized release or disclosure of CPNI in calendar year 2011.

Global Pacific has not developed any information with respect to the processes pretexters are using to attempt to access CPNI, but does take steps to protect CPNI from pretexters as described in this Statement.