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: Servpac Incorporated
Annual CPNI Filing
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 Servpac Incorporated.

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 Servpac Incorporated

cc: Best Copy and Printing, Inc. - FCC@BCPIWEB.COM
Richard Zheng, Servpac
file: Servpac- 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:	Servpac Incorporated
Form 499 Filer ID:	828617
Name of signatory:	Richard Zheng
Title of signatory:	President

1. I, Richard Zheng, certify that I am the President of Servpac Incorporated ("Company") 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.

Richard Zheng, President

2/15/2012

Date

Attachments: Accompanying Statement explaining CPNI procedures

Attachment A
Statement of CPNI Procedures and Compliance

Servpac Incorporated

Statement of CPNI Procedures and Compliance

Servpac Incorporated ("Servpac" or "the Company") does not use or permit access to CPNI to market any telecommunications or non-telecommunications services. Servpac has trained its personnel not to use CPNI for marketing purposes. Should Servpac 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.

Servpac has put into place processes to safeguard its customers' CPNI 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 maintains all CPNI in a secure server environment with limited access and appropriate firewalls and other protections. The Company has a training process in place for its employees and call center employees regarding the requirements to safeguard CPNI against unauthorized disclosure and has a disciplinary process which includes discipline up to and including termination.

Servpac 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. The Company has a strict policy prohibiting the disclosure of CPNI to any third parties, unless required to do so by law (e.g., in response to a subpoena).

Servpac maintains a record of all instances where CPNI was disclosed or provided to third parties, or where third parties were allowed access to CPNI.

The Company does not provide call detail information over the telephone

The Company allows customers to obtain call detail information on-line, subject to the following procedures: Passwords are hand delivered to customers during customer training in the use of the Company's services. The password does not use a customer's readily available biographical information or account information. The customer must correctly enter the password if they want to enter into the customer accessible portal. If the customer forgets the password, the Company administrator will reset the password based on authentication information that does not rely on the customer's readily available biographical information or account information.

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

If a customer's account information is changed, the Company immediately notifies the customer of the change via a voice mail message to the customer number of record, without revealing the changed information or sending the notification to the new account information.

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.

Servpac has not taken any actions against data brokers in the last year.

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

Company has not developed any information with respect to the processes pretexters are using to attempt to access CPNI.