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

EB Docket 06-36

Annual certification for: 2011

Date filed: February 22, 2012

Name of company covered by this certification: Orbitel Services, L.L.C.

Form 499 Filer ID: 828633

Name of signatory: Keith A. Kirkman

Title of signatory: President/Chief Executive Officer

I, Keith A. Kirkman, 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 (including those mandating the adoption of CPNI procedures, training, recordkeeping, and supervisory review) set forth in section 64.2001 *et seq.* of the Commission's rules (see attached statement).

The company has not taken any 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.

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

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.

Signed _____

Attachment: Accompanying Statement explaining CPNI procedures

Compliance Statement

The following statement is provided pursuant to 47 U.S.C. §64.2009(e) to explain how the operating procedures of Orbitel Services, L.L.C. ("Orbitel Services") ensure compliance with the applicable rules affecting use of customer proprietary network information.

Orbitel Services policies and procedures to meet the CPNI guidelines include:

Company-Wide Training:

- All employees and contractors with access to CPNI must pass a CPNI training course prior to accessing CPNI. Orbitel Services tracks employee compliance and requires all contractors to certify that their employees have taken and passed the course.
- All new hires who use CPNI information for sales or marketing activities must pass the training course prior to accessing or using CPNI.
- Our FCC Counsel will notify Orbitel Services of any changes in the law that necessitate additional CPNI training.
- Managers receive customer confidentiality training on an annual basis.
- Managers monitor and coach employees on maintaining customer confidentiality.

Account Protections:

- Documentation of customer CPNI permission status is maintained in the individual customer's account file in Orbitel Services' billing and account system.
- Customers are required to establish account passwords upon account activation.
- Customers are required to provide their account passwords before access to CPNI is granted, or, in the case of customers who request access in person at a Orbitel Services location, are required to present valid identification.
- Customers who are unable to supply a correct password are permitted to access their CPNI only by a return telephone call made to the telephone number on the account of record.
- Orbitel Services notifies customer immediately by voicemail or text message to the telephone number or by mail to the address of record whenever a password, customer response to a back-up means of authentication or forgotten passwords, online account, or address of record is created or changed. The notification does not reveal the changed information.

- Passwords are required to access any Orbitel Services system where CPNI is stored.

- Every time a Orbitel Services representative enters a customer account is tagged with the user name of the representative entering the account.

- Computerized backup of data are kept off-site in the hands of a bonded and reputable business specialized in maintaining confidential data. Any paper documents are converted to electronic facsimiles and stored in the same manner. Originals of paper documents are then shredded.

Marketing Safeguards:

- The Marketing Manager approves all direct marketing to ensure compliance with the CPNI rules.

- The Marketing Manager has safeguards to prevent cross-product information sharing that would be in violation of CPNI rules.

- Orbitel Services does not sell customer lists to outside sources.

- Orbitel Services maintains records of all sales and marketing campaigns that use CPNI.

- Orbitel Services maintains records of all instances where CPNI is disclosed or provided to third parties, or where third parties are permitted access to CPNI (*e.g.* telemarketing vendors, business partners, etc.). 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 part of the campaign. These records are maintained for a minimum of one year.

- Orbitel Services has a supervisory review process to ensure compliance with CPNI restrictions when conducting outbound marketing.

Customer Service Safeguards:

- The Customer Service Manager provides CPNI training to new hires and to all department employees on an annual basis.

- Employees must sign an acknowledgement that they have been advised of and understand the importance of customer privacy every time they receive training involving confidentiality issues.

- Customers must verify their personal account information before an employee can provide comments or take requests for any changes to an account. At a minimum, customers must provide their name, address and a password of their choice.

- Detailed customer calling records, which are considered particularly confidential, are accessible only by employees or agents with a need to know and are provided to customers only after receipt of the customer's password or, in the case of a request made in person at a Orbitel Services retail location, after the customer present valid identification. If a customer is unable to supply the password or valid identification, as appropriate, calling records are disclosed only by sending the information to the account record address or by calling the customer at the telephone number of record.

- Customers are permitted to access their online accounts only after supplying their account password.

- Every entry into a customer account is tagged with the user name entering the account and the user is required to make comments on why the account has been opened.

- Customer service representative interactions with customers are monitored, and the monitoring includes evaluation of compliance with privacy requirements.

Notification of CPNI Security Breaches

- Orbitel Services notifies law enforcement of all breaches of its customers' CPNI pursuant to the procedures and timeframes described in Section 64.2011 of the FCC's rules.

- Orbitel Services notifies customers of all breaches of their CPNI pursuant to the procedures and timeframes described in Section 64.2011 of the FCC's rules.

Accountability:

- Customer privacy is a part of all job descriptions.

- Persons who fail to comply with Orbitel Services CPNI procedures are subject to a disciplinary process.

- Compliance with CPNI safeguards is part of each employee annual performance evaluation. Compliance can affect employees' raises, promotions, or continued employment.

Recordkeeping

- The Customer Service Manager maintains a record of training and it is filed in the personnel file of each employee.

- Orbitel Services maintains for 2 years (minimum) a record of all discovered breaches of CPNI and breach notifications to law enforcement and customers. The records include, to the extent possible, the dates of discovery and notification, a detailed description of the CPNI that was breached, and the circumstances of the breach.

Actions Taken Against Data Brokers in the Past Year

None.

Summary of CPNI Complaints Received in Past Year

None.