



Provider of Business Voice, Data, and Equipment Solutions

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FCC Mail Room

March 28, 2012

Chief Telecommunications Consumers Division Enforcement Bureau
Federal Communications Commission
445 12th Street, S.W. Room 4-C244
Washington, D.C. 20554

Dear Commission:

Attached is a copy of Tel Tec, Incorporated's 2012 Section 64.2009(e) CPNI compliance certificate ("Filing"), which was filed on March 27, 2012. Please accept my sincere apologies that the Filing was made [26] days after the March 1, 2012 deadline.

While certainly not an excuse, the primary reason for the delayed Filing is that the computer on which the deadline was calendared was recently replaced, and we were not aware until yesterday that the March 1 deadline did not convert to the new computer. We submitted the Filing immediately upon realizing that it had not been timely made.

Tel Tec operates with three (3) employees and serves less than 270 customers. Despite our small staff and constrained resources, we have taken additional steps to ensure that subsequent deadlines are calendared in multiple places so that Tel Tec's future Filings are timely. Please know, Tel Tec is committed in all aspects of the FCC's requirements and we sincerely apologize for the administrative oversight.

Sincerely,

A handwritten signature in black ink, appearing to read 'Troy Brosseau', written over a horizontal line.

Troy Brosseau
President

cc: Office of the Secretary
Federal Communications Commission
9300 E Hampton Drive
Capital Heights, MD 20743
via Federal Express **793389846356**

FCC@BPIWEB.COM via electronic mail

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CPNI Template Submission

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**Annual 47 C.F.R. § 64.2009(e) CPNI Certification Template
EB Docket 06-36**

Submission Confirmation Number: **14125316**

Annual 64.2009(e) CPNI Certification for 2012 covering the prior calendar year:

1. Date filed:

2. Name of company(s) covered by this certification:

- Tel Tec, Inc. (823660)

3. Form 499 Filer ID(s):

4. Name of signatory:

5. Title of signatory:

6. Certification:

I, [name of officer signing certification], 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.

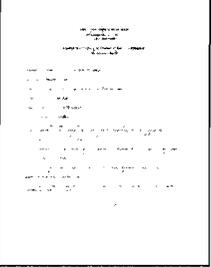
The company [has has not] taken actions (*i.e.*, proceedings instituted or petitions filed by a company at either state commissions, the court system, or at the Commission against data brokers) against data brokers in the past year. [NOTE: If you reply in the affirmative, please provide an explanation of any actions taken against data brokers.]

The company [has has not] received customer complaints in the past year concerning the unauthorized release of CPNI [NOTE: If you reply in the affirmative, please provide a summary of such complaints. This summary should include number of complaints, broken down by category

or complaint, e.g., instances of improper access by employees, instances of improper disclosure to individuals not authorized to receive the information, or instances of improper access to online information by individuals not authorized to view the information.]

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: [Signature of an officer, as agent of the carrier]

<p>Attachments: Accompanying Statement explaining CPNI procedures Explanation of actions taken against data brokers (if applicable) Summary of customer complaints (if applicable)</p>
 <p>CPNI Statement 2011.doc</p>

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CPNI Template Submission Software Version 00.01.03 April 5, 2011

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TEL TEC., INC.
1302 South High School Road
Indianapolis, IN 46241
(317) 390-8590

Annual 47 C.F.R. § 64.2009(e) CPNI Certification
EB Docket 06-36

Annual 64.2009(e) CPNI Certification for 2011

Date filed: **March 27, 2012**

Name of company covered by this certification: **Tel Tec., Inc.**

Form 499 Filer ID: **823660**

Name of signatory: **Troy Brosseau**

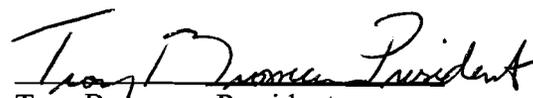
Title of signatory: **President**

I, Troy Brosseau, 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.*

Attachment A to this certification is a 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 (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.


Troy Brosseau, President

Attachment

Attachment A

TEL TEC., INC.
1302 South High School Road
Indianapolis, IN 46241
(317) 390-8590

2011 ANNUAL STATEMENT OF FCC CPNI RULE COMPLIANCE

Tel Tec., Inc. ("Company") has established practices and procedures adequate to ensure compliance with Section 222 of the Communications Act of 1934, as amended ("the Act"), and the Federal Communication Commission's ("FCC" or "Commission") rules pertaining to customer proprietary network information ("CPNI") set forth in sections 62.2001 – 64.2011 of the Commission's rules. This attachment summarizes those practices and procedures, which have been updated to comply with the Commission's CPNI rules, as modified by the Commission in 2007.

1. **Safeguarding Against Pretexting** – The Company takes reasonable measures to discover and protect against attempts to gain unauthorized access to CPNI, including the authentication of customers prior to disclosing CPNI based on customer-initiated contacts. The Company is committed to notify the FCC of any novel or new methods of pretexting it discovers and of any actions it takes against pretexters or data brokers.
2. **Identification of CPNI** – The Company has established procedures and trained employees having access to, or occasion to use customer data, to identify what customer information is CPNI consistent with the definition of CPNI under Section 64.2003(g) and Section 222(f)(1) of the Act. The Company has also established procedures and trained employees having access to, or occasion to use CPNI, to identify uses of CPNI that do and do not require customer authorization under Section 64.2007.
3. **COMPANY's Use of CPNI** – The Company may use CPNI for the following purposes:
 - to initiate, render, maintain, repair, bill and collect for services;
 - to protect against its property rights; or to protect its subscribers or other carriers from fraudulent, abusive, or the unlawful use of, or subscription to, such services;
 - to provide inbound telemarketing, referral or administrative services to the customer during a customer initiated call and with the customer's informed consent;
 - to market additional services to customers that are within the same categories of service to which the customer already subscribes;
 - to market services formerly known as adjunct-to-basic services; and
 - to market additional services to customers *with the receipt of informed consent via the use of opt-in or opt-out, as applicable.*

- 4. Customer Approval & Informed Consent** –The Company has implemented a procedure to obtain approval and informed consent from its customers prior to using CPNI for marketing purposes. Prior to any solicitation for customer approval, the Company notifies customers of their right to restrict the use of, disclosure of, and access to their CPNI.

The Company only uses CPNI to market its own customers; the Company does not disclose CPNI to its affiliates, agents, data brokers, or any other persons or entities. The Company uses opt-out for the marketing of communications related services by its employees outside the category of service to which the customer subscribes. The content of the Company's CPNI notice complies with FCC rule 64.2008(c). The Company provides notification by electronic or written methods and waits at least 30 days after giving customers notice an opportunity to opt-out before assuming customer approval to use CPNI. The Company provides customers with an opt-out notification every 2 years. The Company complies with the additional requirements in FCC rule 64.2008(d)(3), and makes available to every customer an opt-out method, at no additional charge, that is available 24 hours a day, 7 days a week. The Company maintains records of customer opt-out for at least 1 year. The Company may negotiate alternative authentication procedures for services that it provides to business customers that have both a dedicated account representative and a contract that specifically addresses the Company's protection of CPNI.

The Company maintains for at least 1 year records of all marketing campaigns that use its customers; CPNI, including a description of each campaign and the CPNI used and the products offered as part of the campaign. Such campaigns are subject to a supervisory approval and compliance review process, the records of which are also maintained for a minimum of 1 year. The Company has in place a supervisory review process to ensure compliance with Section 64.2009(d). The Company will provide written notice to the Commission in accordance with FCC Rule 64.2009(f) if ever its opt-out mechanisms malfunction in the manner described herein.

- 5. Procedures Protecting Against Disclosure of CPNI** – The Company has procedures for compliance with Section 64.2010 including, but not limited to the following:
- Authentication of customers before disclosing CPNI on customer-initiated telephone contacts or business office visits
 - The Company does not presently offer on-line account access and thus, at this time, has not implemented procedures for on-line authentication as described in Section 64.2010(c).
 - The Company has implemented password back-up authentication procedures in compliance with Section 64.2010(e).
 - The Company has procedures in place to notify customers of account changes.
- 6. Actions Taken Against Data Brokers and Responses to Customer Complaints** – Pursuant to Section 64.2009, the Company states that no actions have been taken

against data brokers, and no customer complaints have been received to date concerning the unauthorized release of CPNI.

7. **Disciplinary Process** – The Company has an express disciplinary process to address any unauthorized use of CPNI where the circumstances indicate authorization is required under Section 64.2009(b).
8. **Procedures for Notifying Law Enforcement of CPNI Security Breaches** – The Company has in place procedures to comply with Section 64.2011 for notifying law enforcement of CPNI security breaches, together with related recordkeeping and deferred notification to customers.

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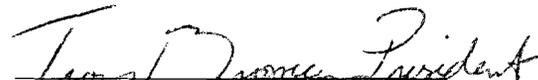
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